SCHEDULE OF EVENTS

10/15/82

SHOWBIZ PIZZA PLACE COLLEGE

ELECTRONIC SPECIALIST TRAINING SCHOOL

SCHEDULE OF EVENTS

WEEK ONE

MONDAY November 1

11:00 - 11:15	Transportation to ShowBiz Pizza Place College
11:15 - 12:00	Company Orientation
12:00 - 1:00	Introduction Luncheon - College
1:00 - 2:00	Course Overview & Goals
2:00 - 3:00	Time Management
3:00 - 4:00	Pre-Test Exam
4:00 - 4:30	Company History & Structure
4:30 - 5:00	Manual Overview
5:00 - 6:00	QA Overview & Evaluation

TUESDAY November 2

8:00 - 9:00	Quiz & Homework Review
9:00 - 12:00	Equipment Usage, Maintenance & Troubleshooting
12:00 - 1:00	Lunch
1:00 - 2:30	Sanitation & Cleaning by Job Aids
2:30 - 3:30	Merchandise Overview
3:30 - 4:30	Gift Shop Management
4:30 - 6:00	Play Room Management

WEDNESDAY November 3

8:00 - 9:00	Quiz & Homework Review
9:00 - 9:30	Food Standards Overview
9:30 - 1:00	Introduction to Food Preparation & Salad Bar Management
1:00 - 2:00	Lunch
2:00 - 3:00	Beverage Service
3:00 - 4:00	Cash Controls
4:00 - 6:00	Register Operations & Report Function

THURSDAY November 4

8:00 - 9:00	Quiz & Homework Review
9:00 - 10:30	Guest Relations & Service
10:30 - 2:30	Food Preparation & Cooking
2:30 - 3:30	Cost Controls & Paperwork
3:30 - 6:00	Introduction to Animation

FRIDAY November 5

8:00 - 12:00	Electronic Review
12:00 - 1:00	Lunch
1:00 - 6:00	Animation Lab

SHOWBIZ PIZZA PLACE COLLEGE

SATURDAY November 6

8:00 - 12:00	Animation Lab
12:00 - 1:00	Lunch
1:00 - 6:00	Animation Lab

WEEK TWO

MONDAY November 8

8:00 - 12:00	Animation Lab
12:00 - 1:00	Lunch
1:00 - 4:00	Animation Lab

TUESDAY November 9

8:00 - 12:00	Animation Wiring & Schematics
12:00 - 1:00	Lunch
1:00 - 2:00	Animation Lab
2:00 - 4:00	Oven Cleaning & Equipment Review

WEDNESDAY November 10

8:00 - 12:00	Animation Lab
12:00 - 1:00	Lunch
1:00 - 6:00	Animation Lab

THURSDAY November 11

8:00 - 9:00	Quiz & Homework Review
9:00 - 9:30	Franchise Overview
9:30 - 11:15	Pre-Opening Activities
11:15 - 12:00	Show Installation Overview
12:00 - 1:00	Lunch
1:00 - 3:00	Interviewing, Hiring, Orientation & Termination
3:00 - 4:00	Insurance Procedures
4:00 - 6:00	Personnel & Payroll Procedures

FRIDAY November 12

8:00 - 1:00	Game Maintenance
1:00 - 2:00	Lunch
2:00 - 3:00	Security Procedures
3:00 - 4:00	Safety Procedures

SATURDAY November 13

8:00 - 12:00	Game Maintenance
12:00 - 1:00	Lunch
1:00 - 6:00	Game Maintenance

SHOWBIZ PIZZA PLACE COLLEGE

WEEK THREE

MONDAY November 15

8:00 - 12:00	DART Training
12:00 - 1:00	Lunch
1:00 - 6:00	PM & Troubleshooting

TUESDAY November 16

8:00 - 12:00	Maintenance Dept. Overview
12:00 - 1:00	Lunch
1:00 - 4:00	Purchasing, Receiving and Storage

WEDNESDAY November 17

8:00 - 9:00	Quiz & Homework Review
9:00 - 9:30	Marketing Overview
9:30 - 11:00	Marketing & Local Promotion
11:00 - 11:30	Sports Room Management
11:30 - 2:30	Know Your Competition
2:30 - 6:00	Student Reviews & Performance Reviews

THURSDAY November 18

8:00 - 10:30	Student Reviews & Performance Reviews
10:30 - 12:00	Train-the-Trainer
12:00 - 1:00	Lunch
1:00 - 6:00	Labor Controls/Line Schedules/Weekly Schedules

FRIDAY November 19

8:00 - 10:00	ShowBiz Pizza Place College Bowl
10:00 - 11:00	Final Examination
11:00 - 11:30	Class Picture
11:30 - 1:00	Graduation Luncheon

SHOWBIZ PIZZA PLACE COLLEGE

STUDENT

EXPENSE REPORT

GUIDELINES

SHOWBIZ PIZZA PLACE COLLEGE

STUDENT EXPENSE REPORT GUIDELINES

The following is a guide that is to be followed when filling out your weekly expense reports. During training, the Education Department will pay for only the following items:

- -hotel
- -meals]
- -laundry] $25 per day
- -telephone]

Sundries, entertainment or any other miscellaneous items will not be reimbursed and should not be included on your expense reports.

When completing your expense forms, remember that neatness and accuracy are extremely important.

1. Always obtain a receipt and make sure the following are on each:

   -breakfast, lunch or dinner written on the receipt.
   -the date
   -the total amount circled

   The above also applies to charged items. (Examples 2 & 3)

2. All receipts are to be scotch taped flat to a sheet of 8½ x 11" white paper in such a manner that the restaurant or store name and the total are visible. Use additional paper and tape as required. (Tape dispensers and extra paper are located in your classroom.) This allows for a quick audit and for easy copying of forms and receipts. (Examples 2 & 3)

3. Print clearly your name and date at the top of the form. The "Week Ending" is always on Saturday for expense reports. Record the date at the top of each day. (Example 1-A)

4. ALL expenses (charge or cash) are to be recorded in the "Cash Expenses" section. All "Total" columns are to be filled. (Examples 1-B)
   NOTE: The "Charged Expenses" section is not to be used. This section is only for persons with company credit cards.

5. Under "Other" in the Description section, please list out these items.

6. The mileage cost is 25¢ per mile and is to be put in the "Allowance" section under Description. You need to record your mileage under the specific day that you traveled and record the total for each day multiplied by the 25¢. The

only travel the Education Department can reimburse is to and from the airport to attend the College and/or if it is necessary for you to drive other students to the College or the O.J.T. location. We cannot reimburse those who drive locally from their homes to attend class. (Example 1-C)

7. If you do have mileage, a record of your travel must be filled in the "Itinerary" section. Always fill your class name (SOMS or ESTS) and number in this section also. (Example 1-D)

8. If for some reason you pay for another student's meal, be sure and record their names on the receipt. (Example 3-A)

9. To insure that you receive your Expense Report, always write in your name and address in the top right-hand corner of the form. This should be done in the field also. (Example 1-E)

10. Sign your name at the bottom left-hand corner of the form.

Below is a checklist to follow to make sure your Expense Report is done correctly:

1. Name and date printed clearly at top. Also your address in top right corner.
2. The date listed above each day.
3. Receipts taped to separate paper with the name of the meal written on each one and the total amount circled.
4. If you drive, the purpose of travel recorded in "Itinerary".
5. Class name and number printed in the "Itinerary".
6. Name signed at the bottom.

NOTE: If any of the above is not done correctly, the form will be returned to you for correction.

SHOWBIZ PIZZA PLACE COLLEGE

SHOWBIZ PIZZA PLACE

WEEKLY TRAVEL EXPENSE

(E) BILLY BOB
100 Main
Your Town, U.S.A.
90000

NAME: BILLY BOB WEEK ENDING: 1/6/82 (A)

CASH EXPENSES

Description (C)	31 Sunday	1 Monday	2 Tuesday	3 Wednesday	4 Thursday	5 Friday	6 Saturday	Total
Mileage	10						10	20
Allowance @ 25¢	2.50						2.50	5.00
Breakfast			2.17				2.50	4.67
Lunch		2.99	5.01	3.69	3.42		3.82	18.94
Dinner						8.95	17.75	26.70
Tips								
Hotel								
Plane								
Car Rental								
Taxi								
Parking & Tolls								
Entertainment								
Other:								
Total Cash Expenses	2.50	2.99	7.18	3.69	3.42	8.95	26.57	55.31

(B)

CHARGED EXPENSES

Description	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Breakfast								
Lunch								
Dinner								
Hotel								
Plane								
Car Rental								
Entertainment								
Other:								
Total Charged Expenses								

Acct.	Dept./Store	Total
#298 Travel Capitalized		
#790 Travel		
#726 Auto		
#789 Miscellaneous		
Total		

Itinerary

Date	From	To	Purpose of Travel
12/31	Your Town	Dallas	Drive to airport - to attend SPP College
1/6	SPP College	SPP-Arlington	Drive students to O.J.T. since van broken down.
		(D)	50 MI 50

Entertainment Detail

Date	Place (Name of Club, Restaurant, Etc.) and Type of Expense Incurred	Name and Title of Persons Present and Business Reason	Amount

Employee Signature: Billy Bob Approved by Dept. Supervisor: ____________

Thank you for coming to McDonald's

¼ Pounder W/Ch.	1.29
F. Fries-sm.	.65
	1.94
Tax	.05
TOTAL	2.99

1/1/82

Lunch

3 JAN. 23:05

1	SMALL COMB	
		625
1	PE P L	55
	TX	24
1	TOT IN	714
	DISC	0000345
	TX	24
1	TOT IN	359
	CASH	400
	RETURN	31
***	TICKET	33

Lunch

WELCOME TO WENDY'S 1/2/82
1230
Rect/#1234

DOUBLE W/EVERY	2.10
CHEESE	.10
Fr. Fries-Lg.	.75
Salad	1.00
Frostie	.85
Total	4.80
TAX	.21
TOTAL	5.01

HAVE A GOOD DAY!

Lunch

Thank you for coming to McDonald's

Egg McMuffin	1.10
Orange Juice	.50
Coffee-lg.	.50
	2.10
Tax	.07
TOTAL	2.17

1/2/82

Breakfast

GRANDY'S Jan. 4

* 1			
1	TWO	*$	2.49◆
	COLE	$	0.00
1	MILK	$	0.39◆
1	MILK	$	0.39◆
	STOTAL	$	3.27
	TAX	$	0.16
15	TOTAL	$	3.43
15			0913
	CAR	20	1122

Lunch

RED LOBSTER RESTAURANT
RED LOBSTER RESTAURANT #334
4805 SOUTH HULEN STREET
LOCATION FORT WORTH, TEXAS 76132

DATE January 5

AMOUNT $ 8.95

SIGNATURE [signature]

RL-316 (8-75)
-Dinner

WELCOME TO SHOWBIZ PIZZA PLACE
1 MINI PIZZA
MM BEEF
MM HAM
********** 3.09
1 SM SPRITE .55
PICKUP 49
[illegible] 3.64 TX .18 T 3.82
[illegible] 4.00 CHG .18
[illegible] 09:57 09/20/82

TOKENS GIVEN: 2

Jan. 6
Lunch

KWIK SHOP

1 Large Coffee	.75
1 Cinn. Danish	1.00
1 8 Oz. o.j.	.65
Total	2.40
Tax	.10
Amount Due	2.50
Amt. Tend.	3.00
Change Due	.50

1/6/82 7:50 a.m.

Breakfast

Cardmember Acct. No.
3782 900594 91853
07/82 THRU 07/84 82 AX
BILLY BOB BROCKALI
SHOWBIZ PIZZA PLACE, USA
Service Establishment
BENNIGANS 4489
ARLINGTON TX
C24356440
1421059882
01 06 F 82
Merchandise/Services 15.75
Taxes
Tips/Misc. 2.00
Total 17.75

Establishment agrees to transmit to American Express Company (Amexco) or Authorized Representative for payment. Merchandise and/or service purchases on this card shall not be resold or returned for cash refund.

Cardmember Signature
X Billy Bob

Invoice Number 643268

Please Print Firmly
Cardmember Copy
Record of Charges

(A)

Dinner for Dook LaRue & myself ($17.75)

MAPS

SHOWBIZ PIZZA PLACE #579 (RICHLAND HILLS)
7935 GRAPEVINE HWY.
FT. WORTH, TEXAS 76118 (817)281-4600

HALTOM CITY
NORTH RICHLAND HILLS
RICHLAND HILLS
HURST

SHOWBIZ PIZZA PLACE

SHOWBIZ PIZZA PLACE COLLEGE

SHOWBIZ PIZZA PLACE #859
3200 JUSTISS DR.
ARLINGTON, TEXAS

(817)649-2933

SHOWBIZ PIZZA PLACE

SHOWBIZ PIZZA PLACE #949 (REDBIRD)
7110 S. WESTMORELAND
DALLAS, TEXAS 75237 (214)298-7973

SHOWBIZ PIZZA PLACE

SHOWBIZ PIZZA PLACE #594
1235 E. BELTLINE
RICHARDSON, TEXAS 75081 (214)234-8778

SHOWBIZ PIZZA PLACE

SHOWBIZ PIZZA PLACE COLLEGE

SHOWBIZ PIZZA PLACE #867
5014 TRAIL LAKE DR.
FT. WORTH, TEXAS 76133 (817)294-9001

SHOWBIZ PIZZA PLACE

APPROACHES TO DALLAS — FORT WORTH

Interstate
Federal
State

Brock

SHOWBIZ PIZZA PLACE COLLEGE

1. BROCK CORPORATION HEADQUARTERS
2. SHOWBIZ PIZZA PLACE COLLEGE
3. REDBIRD SHOWBIZ
4. RICHLAND HILLS SHOWBIZ
5. RICHARDSON SHOWBIZ
6. TRAIL LAKES SHOWBIZ
7. ARLINGTON SHOWBIZ
8. HOLIDAY INN

COLLEGE FLOOR PLAN

SHOWBIZ PIZZA PLACE COLLEGE

FLOOR PLAN

CORRIDOR
MEN
WOMEN
LOADING
CLASSROOM P
CLASSROOM O
CLASSROOM N
CLASSROOM M
CLASSROOM K
CLASSROOM J
CLASSROOM I
CLASSROOM H
CORRIDOR
OPERATIONS INSTRUCTOR
OPERATIONS INSTRUCTORS
ELECTRONICS INSTRUCTORS
CURRICULUM DESIGNERS
DIRECTOR OF EDUCATION
ASST. DIR OF EDUCATION
EDUCATION COORDINATOR
CORRIDOR
CLASSROOM/WORKSHOP G
CLASSROOM F
CLASSROOM E
CLASSROOM/WORKSHOP D
ELECTRONIMATION
ELECTRONIMATION APPRECIATION MEETING ROOM
STORAGE
STORAGE
EDUC. SEC.
VESTIBULE
ENTRY
COPIER CENTER
SEC./RECP.
WORD PROCESSOR
ASST. FOOD STANDARD CONTROL
CORRIDOR
DIR. FOOD STANDARDS & CONTROL
JANITOR
ELECTRICAL/MECHANICAL & COMPRESSOR
CLASSROOM A
CLASSROOM B
BREAK/VENDING AREA
SERVING LINE
TEST KITCHEN/CLASSROOM C
LIBRARY
MEN
WOMEN

STORE FUNCTIONS

SPORTSROOM

GIFT

ORDER

1

2

SALAD BAR

3

PICK-UP

PLAYROOM 6

4

BEVERAGE

SHOWROOM 5

WORKING WITH THE CREW

When working your positions in the restaurant, work with the employees. Get to know them.

Results will be achieved more effectively if you ask them to do tasks - not tell them! Look at the restaurant as a whole and be certain what you are asking is feasible for that time. Also, be certain you have asked the appropriate person to perform the task. (i.e. ask the beverage bar person for tasks in that area.) Do not attempt tasks in which you are not skilled. Ask the restaurant employees to complete the task while you observe. (i.e. Birthday reservations)

If you see things which are done incorrectly, politely tell the manager on duty or the appropriate team leader.

You will be expected to clean your eating area and take all dishes to the kitchen. Be helpful in the general cleaning of the restaurant, such as picking up trash and emptying ash trays. Help in routine functions, such as closing and opening activities, and help keep all equipment in good working order.

Areas you should make an effort to check are:

1. Salad bar - be sure it is neat, attractive, and fresh. It will be necessary to wipe the counter often.

2. Floors - be certain all trash spills are picked up immediately. Do not let inefficiency go unchecked.

3. Counters/tables - be sure these are continuously cleaned.

4. Dispensers - all should be kept clean and full.

5. Cotton candy and popcorn racks should be kept full.

6. Monitor the play room to see that the no eating/drinking rules are being observed and guests are not abusing the games.

In summary, to make your "on-the-job" training successful, you must work with the restaurant employees and management. If you have a complaint, tactfully discuss this with the manager and/or your instructor. Please confine your criticism to discussions among yourselves and away from the restaurant crew.

SHOWBIZ PIZZA PLACE COLLEGE

HOMEWORK ASSIGNMENTS

SHOWBIZ ELECTRONICS SPECIALISTS SCHOOL

READING ASSIGNMENTS

WEEK ONE

MONDAY

READ: Confidential Operations Manual

FORMS:	73
POLICIES:	
Operations:	201, 205, 209, 213, 221, 223, 224, 225, 228, 230, 233, 234, 255, 256
PROCEDURES:	
Sanitation:	1000 - 1002
Waste:	1150
Production:	1209
Service:	2004, 2504
Gift Shop:	4500 - 4504
Maintenance:	9500 - 9671
General Management:	10002, 10501
RECIPES:	11011.
SPECIFICATIONS:	11680.01, 11680.02, 12001 12002, 12007, 12008, 12011
BEVERAGE JOB AIDS:	12501 - 12507
ORDER/GIFT JOB AIDS:	13000, 13009, 14004 - 14006, 14500 - 14505
DINING/PLAY & GENERAL CLEANING JOB AIDS:	15000, 15007-15014, 15501-15506
ELECTRONICS:	16502, 16800, 16900

COMPLETE: Work Study Sheets

TUESDAY

READ: Confidential Operations Manual

POLICIES:	
Operations:	211, 212, 218, 222
PROCEDURES:	
Production:	1001, 1200-1204, 1208, 1351
Service:	2503
Accounting:	6502 - 6504, 6508
Maintenance:	9581
General Management:	10500, 10511 - 10519

RECIPES:	11000 - 11007, 11012, 11013, 11016, 11017, 11018, 11023, 11024, 11031, 11032, 11037, 11041
SPECIFICATIONS:	11500 - 11680.02, 11950.01 - 11980
KITCHEN JOB AIDS:	12000, 12001, 12003 - 12007, 12009, 12010, 12012 - 12016, 12023, 12050
BEVERAGE JOB AIDS:	13000 - 13011, 13500

COMPLETE: Work Study Sheets

WEDNESDAY

READ: Confidential Operations Manual

POLICIES:	
Operations:	202-204, 206, 214, 236, 237, 250, 261, 264
PROCEDURES:	
Production:	1201
Service:	2000, 2003, 2006, 2501, 2502
Entertainment:	5000 - 5003
RECIPES:	11021, 11023, 11039
ORDER/GIFT JOB AIDS:	14000 - 14003, 14500
DINING/PLAY & GENERAL CLEANING JOB AIDS:	12004, 12005, 12013, 15000 - 15006, 15500
ELECTRONICS:	16000 - 16003

COMPLETE: Work Study Sheets

THURSDAY

READ: Confidential Operations Manual

POLICIES:	
Operations:	210, 220, 227, 229, 263
PROCEDURES:	
Production:	1251 - 1253
Entertainment:	5501, 5502, 5504
Accounting:	6002, 6510
Maintenance:	9512

General Management: 10000, 10001, 10003, 10005, 10005.01, 10005.02, 10005.04, 10005.05, 10005.07, 10005.20, 10005.21, 10005.22, 10005.23

ORDER/GIFT JOB AIDS: 14507

ELECTRONICS: 16003.46, 16003.53, 16510, 16800, 16900

COMPLETE: Work Study Sheets

FRIDAY - Complete Work Study Sheets

SATURDAY - No Assignment

WEEK TWO

MONDAY - No Reading Assignment

TUESDAY - No Reading Assignment

WEDNESDAY

READ: Confidential Operations Manual

POLICIES:
- Insurance: 150 - 156
- Operations: 208, 217, 236, 251, 253, 257, 259
- Personnel: 301 - 306, 350 - 356
- Relocation/Travel: 450, 451
- Salaries & Scheduling: 550 - 561

PROCEDURES:
- Service: 2006, 2505
- Accounting: 6000, 6800 - 6803
- Personnel: 7500, 7520
- Insurance: 8500 - 8502
- General Management: 10004, 10506

COMPLETE: Work Study Sheets

THURSDAY

READ: Confidential Operations Manual

POLICIES:
- Operations: 260, 262

PROCEDURES:

Safety & Security:	3001 - 3007, 3500 - 3509
Personnel:	7501
Maintenance:	9560

COMPLETE: Work Study Sheets

FRIDAY - No Assignment

SATURDAY - No Assignment

WEEK THREE

MONDAY - No Reading Assignment

TUESDAY - No Reading Assignment

WEDNESDAY - No Reading Assignment

THURSAY

Review for Final Exam

SHOWBIZ PIZZA PLACE COLLEGE

ESTS QUIZ SCHEDULE

Total pts missed 4

WEEK ONE - Tuesday
- Company History
- Company Structure Organization
- Manual Overview DONT HAVE, LOST

Wednesday
- Equipment
- Cleaning by Job Aids
- Merchandise
- Play Room

Thursday
- Sanitation
- Beverage
- Cash Controls
- Intro to Food Prep
- Salad Bar

Friday
- Food Cook

WEEK TWO - Monday
- Guest Relations
- Animation
- Electronic Review

Tuesday
- None

Wednesday
- None

Thursday
- None

Friday
- None

WEEK THREE - Monday
- Interviewing, Hiring, Orientation
- Security
- Safety

Tuesday
- None

Wednesday
- None

Thursday
Sports Room
Marketing
Purchasing, Receiving & Storage

Friday
Final Exam

GOALS

SET YOUR GOALS

Please list any goals and objectives you would like to achieve for yourself from this school:

95% or better grade average.

Goals Set on my Store before leaving school.

Briefly list any goals and objectives you as a manager or assistant would like to achieve for your store during the following time spans:

THREE MONTHS GOALS:

SIX MONTHS GOALS:

TWELVE MONTHS GOALS:

SHOWBIZ PIZZA PLACE COLLEGE

PLANNING AND ORGANIZING

PLANNING AND ORGANIZING

I. LESSON TITLE

Planning and Organizing

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, management will:

A. Understand the importance of planning and organizing restaurant activities.

B. Understand the intricacies involved in realizing the achievement of a specific goal.

III. REFERENCES

A. Management and Organization by Henry Sisk.

B. Tapping a Human Resource: A Strategy for Productivity by Clair Vough.

IV. WHY PLAN AND ORGANIZE

A. Without plans, future events are left to chance.

B. The manager is responsible for planning and controlling the activities of his employees on a direct, face-to-face basis.

C. By definition, planning is "to devise or project the achievement of" a goal.

V. CAREFUL PLANNING YIELDS THE FOLLOWING REWARDS:

A. It gives the manager greater control over the direction and progress of the restaurant's activities.

B. It transforms the restaurant's purpose into action by setting up concrete objectives.

C. It provides a basis for measuring actual accomplishment against a specific goal.

D. It defines work requirements in terms of people, money and materials.

E. It minimizes unexpected crisis and emergencies.

VI. DEVELOPING GOALS

A. Every manager has a variety of goals in his restaurant.

B. When developing objectives, remember to set goals within reason.

C. Be specific when setting goals.

D. Involve others.

VII. ACHIEVING GOALS

A. Equipment.

1. Is all necessary equipment in the restaurant and easily accessible?

2. Does all equipment receive proper maintenance on a regular basis?

3. Have all employees been trained to properly use all equipment?

B. Manpower.

1. Do all employees understand exactly what you want to achieve?

2. Are all employees trained for reaching particular goals?

3. Do you make the best use of the employees you do have--their skills, abilities and knowledge?

4. Are employees motivated to exercise their fullest capacities?

C. Methods.

1. Developing a schedule will benefit the manager in determining exactly who is responsible for a particular task and precisely when it should be completed.

a. If a particular task is not achieved in the overall goal, the manager knows which employee to question.

b. A schedule also makes it easier to resist distractions that might otherwise take the manager away from his main goal.

c. A schedule will also help the manager to coordinate all activities so that each will be completed in time, preventing the delay of other tasks dependent upon its completion.

2. Communication is a basic tool for effective management, since a manager is the center of the communication network in his restaurant.

   a. Be sure that all actions support communication.

   b. Follow up on your communication. After starting goals and assigning the tasks necessary to achieve them, find out how well the message was relayed. Encourage feedback to insure the message was received correctly.

3. Job descriptions are an effective method of organizing manpower by outlining the duties, responsibilities and specifications of a job. Such descriptions can:

   a. Improve coordination among employees for uniform interpretation of responsibility, authority and workload.

   b. Prevent unwarranted assumption of authority by an employee.

   c. Help match people with jobs.

   d. Spot overlapping functions and possibly aid in consolidating duties.

COMPANY STRUCTURE

CHAIRMAN OF THE BOARD AND PRESIDENT
SENIOR EXECUTIVE V.P. CHIEF OPERATING OFFICER
ASSISTANT TO THE PRESIDENT
EXECUTIVE COMMITTEE
ADVERTISING PROMOTIONS & NEW CONCEPTS COMMITTEE
ANIMATED ENTERTAINMENT FUND COMMITTEE
FRANCHISE COMMITTEE
AVIATION COMMITTEE
DIRECTOR OF OPERATIONS
DIRECTOR OF ENTERTAINMENT
DIRECTOR OF DEVELOPMENT
DIRECTOR OF FRANCHISING
DIRECTOR OF SUPPORT SERVICES
CHIEF FINANCIAL OFFICER

DIRECTOR OF OPERATIONS

- DIRECTOR OF FIELD OPERATIONS
  - DIRECTOR OF ELECTRONICS
  - DIRECTOR OF FOOD STANDARDS AND CONTROLS
    - REGIONAL COORDINATORS
  - MAINTENANCE COORDINATOR
  - REGION E — REGION MGR. / REGION TECH.
    - DISTRICTS — A, B, C, D, E
  - REGION W — REGION MGR. / REGION TECH.
    - DISTRICTS — J, K, L, M
- DIRECTOR OF MARKETING
  - MARKETING COORDINATOR
- DIRECTOR OF PURCHASING
  - PURCHASING COORDINATOR GAMES
  - PURCHASING COORDINATOR MERCHANDISE
  - PURCHASING COORDINATOR FOOD PRODUCTS
- DIRECTOR OF HUMAN RESOURCES
  - PERSONNEL SUPPORT SERVICES ADMINISTRATOR
  - DIRECTOR OF FIELD RECRUITING
    - PERSONNEL RECRUITER
      - CORPORATE RECRUITER

- DIRECTOR OF DEVELOPMENT — ASSISTANT GENERAL COUNSEL
  - DIRECTOR OF REAL ESTATE
    - PROJECT DEVELOPERS
  - DIRECTOR OF CONSTRUCTION
    - CONSTRUCTION COMPLIANCE MANAGER
    - CONSTRUCTION MANAGER
    - CONSTRUCTION COST ACCOUNTANT
    - CONSTRUCTION ADMINISTRATOR
  - DIRECTOR OF DEVELOPMENT ADMINISTRATION
    - OFFICE MANAGER
    - LICENSE ADMINISTRATOR
    - INSURANCE ADMINISTRATOR
    - WORD PROCESSING COORDINATOR
  - DIRECTOR OF PURCHASING
    - PURCHASING COORDINATOR
  - CONSULTING ARCHITECT
    - DIRECTOR OF ARCHITECTURAL SERVICES
      - ARCHITECTURAL COORDINATOR

DIRECTOR OF FRANCHISING

- DIRECTOR OF FRANCHISE SALES
  - FRANCHISE SALES COORDINATOR
  - SITE ANALYST
  - FRANCHISE LICENSE ADMINISTRATOR
- EXEC. DIRECTOR OF FRANCHISE ADMINISTRATION
  - DIRECTOR OF FRANCHISE OPERATIONS
    - OPENING TEAMS
    - FRANCHISE AREA REPRESENTATIVE
  - DIRECTOR OF FRANCHISE PROJECT DEVELOPMENT
  - FRANCHISE CREDIT ANALYSIS
  - WORD PROCESSING COORDINATOR
- DIRECTOR OF INTERNATIONAL FRANCHISE DEVELOPMENT

DIRECTOR OF SUPPORT SERVICES

- DIRECTOR OF QUALITY ASSURANCE
  - REGIONAL DIRECTOR
    - EVALUATORS
  - REGIONAL DIRECTOR
    - EVALUATORS
- DIRECTOR OF EDUCATION
  - ASST. DIRECTOR OF EDUCATION
  - OPERATIONS INSTRUCTORS
  - ELECTRONICS INSTRUCTORS
- DIRECTOR OF ANIMATED SHOW INSTALLATION
  - DIRECTOR OF SHOW TEAMS
    - INSTALLATION TEAMS
  - DIRECTOR OF SHOW TEAMS
    - INSTALLATION TEAMS
- DIRECTOR OF ELECTRONIC PLAN'G AND SUPPORT
  - MAINTENANCE REPAIR AND TRAINING SECTION
  - SUPPLY AND SERVICE SECTION
  - TECHNICAL ASSISTANCE SECTION
- DIRECTOR OF SECURITY
  - ASST. DIRECTOR OF SECURITY

CHIEF FINANCIAL OFFICER

- REGIONAL CONTROLLERS
- ACCOUNTING MANAGER
- FINANCIAL ADMINISTRATOR

VICE PRESIDENT
DIRECTOR OF FIELD OPER.

REGIONAL MANAGER

REGIONAL MANAGER

DISTRICT MANAGERS

RESTAURANT MANAGERS

ASSISTANT MANAGERS

INTERN

RESTAURANT TEAM LEADERS

ELECTRONIC SPECIALIST

ASS'T. ELEC. SPECIALIST

GAME ROOM TEAM LEADERS

RESTAURANT CREW

SHOWBIZ PIZZA PLACE COLLEGE

COMPANY HISTORY

COMPANY HISTORY

ShowBiz Pizza Place, Inc., a chain of fast food restaurants featuring animated entertainment and electronic games, is owned 80% by Brock Hotel Corporation and 20% by Creative Engineering.

Robert L. Brock, founder of Brock Hotel Corporation, was born in Pawnee Rock, Kansas and was reared in Sterling, Kansas. An economics and law graduate of Kansas University, he served in the naval air arm in World War II and eventually migrated to Topeka, Kansas to practice law. A partnership was formed with friend, Ed Linquist and by 1954 a tract of land in Topeka was owned. The location was suggested as being a good motel location, so Brock and Linquist obtained the fifth Holiday Inn franchise. Their first modest Holiday Inn was constructed with Brock and Linquist doing much of the construction themselves. The two founded Inn Operations, Inc. (IOI) and became the largest franchisee of Holiday Inns in the nation.

In 1970 IOI was sold to Holidays Inns, Inc. and Topeka Inn Management, Inc. (TIM) was organized. TIM managed 74 Holiday Inns owned by Holiday Inns, Inc. and built or acquired 32 Holiday Inns. By 1969, TIM earned a pre-tax profit in excess of $3.6 million. By 1978, the pre-tax earnings were more than $7 million.

In 1979, Brock and Linquist dissolved the partnership with Linquist taking California Inn Management, an owned subsidiary, and Brock retaining TIM. The name of the company was then changed to Brock Hotel Corporation. Brock was the first large operator to commit to the concept of the Holidome. This features an indoor fun center with pool, sauna, game area, etc. This idea seems to appeal most to families within fifty miles of the property who desire a mini vacation. Since week-ends are normally times when occupancies are lowest, this extra business has an immediate favorable effect on the utilization and profitability of the hotels.

In 1979 plans began for the Park Suite Hotels. These will feature only suites and are designed to appeal to an affluent segment of the traveling market. Currently two Park Suite Hotels are operating, Nashville-Heritage Hotel and Sanibel Island, Florida-Sundial Beach and Tennis Resort. Other major market commercial areas and large space resort locations are being considered for future expansions.

In 1981 Stephenson Restaurant Supply Company was merged with Topeka Hotel Supply Company, Inc. to form Stephenson Hotel and Restaurant Equipment Company, Inc. Their purpose is to procure equipment and supplies for Brock Hotel Corporation. Also, Stephenson will provide services for ShowBiz Pizza Place franchises if they so desire.

In 1979, an agreement was reached with Pizza Time Theatres, Inc. of San Jose, California to co-develop a chain of pizza restaurants featuring animated entertainment and electronic game rooms. On January 8, 1980, Brock Hotel Corporation rescinded this agreement with Pizza Time Theatre on grounds of misrepresentation by their claim to have the only animated, computer-controlled characters outside of Disneyland and Disney World. Brock officials were told by Pizza Time Theatre personnel that they were at least three years ahead of anyone else in the market. Creative Engineering had been located and their animation was felt to be superior to Pizza Time's. Pizza Time brought suit against Brock Hotel Corporation charging that Brock's intent was to obtain confidential information, knowledge, expertise, and trade secrets for their use. Brock Hotel's counterclaim contends they were misled by Pizza Time's claims about the quality of their animation and that this animation was fundamental to the success of the co-development agreement. The case is currently waiting to go to court.

Aaron Fechter, founder of Creative Engineering, is referred to by many as an electronics wizard. Aaron was taking apart radios at four years old, reassembling them at five, and repairing television sets at eleven. He gave up the television repair business because he could not lift the sets! He graduated from college at nineteen and built his first electronimation show at twenty-one. Aaron began his operation in a garage, moved to a warehouse, and now utilizes three separate facilities in Orlando. Employment has now reached in excess of 180. All Rock-A-Fire Explosion Shows are built and programmed by Creative Engineering.

Creative Engineering and Brock Hotel Corporation finalized plans for ShowBiz Pizza Place, Inc. in early 1980 and the first restaurant was opened at Antioch Shopping Center in Kansas City on March 3, 1980. By the end of 1980 seven restaurants were operating with a total revenue of $2.6 million, which exceeded projections by $318,066. The average sales per week per restaurant was slightly over $27,000 at the time. 1981 was a year of tremendous growth. 39 restaurants were opened making a total of 46. During the week of November 22, 1981, over $1 million in total revenue was recorded for the first time.

Site selections for ShowBiz Pizza Place, Inc. restaurants are very time consuming tasks. One of the considerations is area population, 100,000 - 125,000 has been considered as a basis for each restaurant. Salina, Kansas, a town of about 40,000, was chosen as a test market. ShowBiz Pizza Place opened there on September 10, 1981. For the first week total revenue in Salina was $17,046. The second week's revenue was $26,770. Opening of other smaller markets will depend on the future success of the test.

Franchise plans were finalized during 1981 and the first package was sold to Gordon Corn for the Sparks/Reno, Nevada area. By the close of 1981, nine agreements had been signed and twenty to thirty franchised restaurants should be operating by the end of 1981.

The future holds much excitement for ShowBiz Pizza Place, Inc. and its employees. Sixty-five company owned restaurants are scheduled to open in 1982 with another 100 in 1983. Franchise projections are more difficult to forecast. Interest has come from world-wide concerns and no estimates are available at this time.

Currently new shows are being completed by Creative Engineering with the goal of one new production per week. In the future, a "juke-box" type selector will be installed for customers to choose what shows will play. New characters are also in the plans.

New food items are constantly being researched and additions will be made as feasible. Early 1982 will bring a variety of sandwiches to the line and a new entree will probably be added within the next eighteen months. The games are constantly changing and new items will be added continuously.

Brock Hotel Corporation stock is being traded on the New York Stock Exchange. Growth has been tremendous since the first public offering in June, 1980, and with the contribution made by ShowBiz Pizza Place, Inc., this is sure to continue. The future is bright for those individuals who accept the challenge and are willing to exert the effort necessary to make ShowBiz Pizza Place a success.

MANUAL OVERVIEW

MANUAL OVERVIEW

Two manuals will be used by the management of ShowBiz Pizza Place, Inc. The first is a set of Confidential Operations Manuals (COM). These will be used as a reference for students while at the Education Department. Each student is responsible for the manuals issued and writing is prohibited in these books. A complete set will be issued to the restaurants prior to opening. These manuals serve three major purposes:

1. To relay to the field the minimum standards, procedures, rules, regulations, policies, and techniques required by ShowBiz Pizza Place, Inc.

2. To increase standardization within the Company.

3. To supplement and carry out the franchise agreement.

The manuals are organized by color and number. The yellow pages are required policies and/or procedures for all ShowBiz Pizza Place restaurants (Company and Franchises). The white pages are required for all ShowBiz Pizza Place, Inc. restaurants (Company) and are recommended for ShowBiz Pizza Place restaurants (Franchises).

The books are divided into the following books by the reference numbers listed. The location column refers to where the book should be placed in the restaurant.

Book Title	Reference #	Location
Forms Catalog	1 - 99	Office
Policy Manual	100 - 999	Office
Benefits	100	
Operations	200	
Personnel	300	
Relocation/Travel	400	
Salary/Scheduling	500	
Restaurant Procedures	1,000 - 10,999	Office
Production	1,000	
Sanitation		
Waste & Yields		
Kitchen		
Beverage		
Service	2,000	
Safety & Security	3,000	
Gift Shop	4,000	
Entertainment	5,000	
Accounting	6,000	
Personnel	7,000	
Insurance	8,000	
Maintenance	9,000	
Management	10,000	
Recipes	11,000 - 11,499	Office

Book Title	Reference #	Location
Specifications	11,500 - 11,299	Office
Kitchen Job Aids	12,000 - 12,999	Kitchen
Beverage Job Aids	13,000 - 13,999	Beverage Area
Order/Gift Job Aids	14,000 - 14,999	Order Area
Dining Room/Play Room General Cleaning Job Aids	15,000 - 15,999	Beverage Area
Electronics Manual	16,000 - 16,999	Tech. Room
Operations Communication		Office

A master index for all subjects, except the Forms, can be found in the front of the Policy Manual plus each book has an index at the beginning for its contents.

The Education Department's manuals are for the students' use while in class and to take with them for future reference. These are organized by topic. These include a schedule of events at the beginning of the manual. A preparatory assignment sheet lists all the required reading for the students. All classroom presentations follow the written material in these manuals. ShowBiz Pizza Place, Inc. will require the return of these manuals when the individual leaves the employment of the Company or a franchisee.

SHOWBIZ PIZZA PLACE COLLEGE

EQUIPMENT USAGE AND MAINTENANCE

I. LESSON TITLE

Equipment Usage & Maintenance

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, management personnel will be able to:

A. Locate the following pieces of equipment:

List A

1. Background Music System
2. Bill Changer
3. Call System
4. Cash Register
5. Coin Mechs
6. Cotton Candy
7. Compressors
   a. Animation
   b. Beverage
   c. Refrigeration
8. Dish Machine
9. Ice Tea Machine
10. Ice Cream Machine
11. K-Way System
12. Large Screen Television
13. Light Meter
14. Mixer
15. Pizza Oven
16. Pop Corn Machine
17. PA System
18. Roller
19. Scales
20. Slicer
21. Slow Cook Oven
22. Sound Meter
23. Steamer
24. Toaster
25. Vom/Multimeter
26. Warmer

List B

1. Can Opener
2. Coin Counter
3. Coin Sorter
4. Coffee Machine
5. Cup Dispenser
6. Fire Extinguisher
7. Floor Polisher
8. Freezer, Refrigerator
9. Grease Trap
10. Heating, Ventilating, Air Conditioning
11. Hot Toppings Server
12. Refrigerated Pizza Make Station
13. Time Clock
14. Vacuum Cleaner
15. Water Heater
16. Wine Cask

B. Describe the use of each piece of equipment.

C. Describe in detail the proper operation of each piece of equipment.

D. Demonstrate the use of equipment in List A (where applicable).

Quarterly

1. Check Billy Bob for repairs.
2. Remove and clean ceiling tiles.
3. Clean all carpeting.
4. Drain two gallons of water from the bottom of the hot water heater to release accumulated sediments.

Semi-Annually

1. Clean and oil time clock.

Kitchen Tasks

Weekly

1. Tear down and clean pizza oven.
2. Grease bearings on pizza oven.
3. Scrub carts, racks and bins.
4. Clean condensor coils on make-up table, refrigerators, freezers and ice machine.
5. Oil chain, check levers and adjust rollers on the dough roller.
6. Oil slicer's slicing rod.
7. Pour hot water and degreaser through grease trap.

Monthly

1. Check grease trap and flush as needed.
2. Clean pizza oven fan and finger guards, check pulleys, blower and belts.
3. Remove and clean mixer's drip cup.

E. Recognize the safety features and their function for each piece of equipment.

F. Discuss the proper cleaning procedures for each.

G. Recognize possible misuses of equipment and identify ways to avoid.

H. Understand the maintenance procedures for each piece of equipment and the importance of following the maintenance schedule.

III. REFERENCES

A. Confidential Operations Manual.

B. Manufacturer's Operation & Maintenance Manuals for each different piece of equipment. (To be found in the Education Center's Library)

SUMMARY

Equipment must be operated and maintained according to the manufacturer's recommendations in order for it to serve a long, useful life. The management staff is responsible for training and supervising hourly employees on equipment with which they will work. Operator safety is to be a prime consideration at all times. The maintenance recommended is to be followed carefully and all malfunctions corrected as soon as possible.

SANITATION

I. LESSON TITLE

Sanitation

II. INSTRUCTIONAL OBJECTIVES

At the conclusion of this lesson, participants should:

A. Be aware of the three types of microorganisms and the foodborne disease they cause.

B. Know where these organisms are found and how to handle food so as to avoid contamination or multiplication or microorganisms to dangerous levels.

C. Realize the importance of establishing routine sanitation procedures for all phases of the operation.

III. REFERENCES

A. Longree, "Quality Food Sanitation", Wiley Interscience, New York, 1972.

B. U.S. Department of Health, Education and Welfare, "Foodborne Diseases of Contemporary Importance", Center of Disease Control, Atlanta, 1974.

C. U.S. Department of Health, Education and Welfare, "Sanitation Food Service Instructor's Guide", Public Health Service, 1969.

IV. INTRODUCTION TO SANITATION

You are in charge of people who handle and serve food everyday. Are you aware of the presence of bacteria on them and everything they touch? There are several diseases that can be caused by mishandling food. You and your employees must know how to prevent an outbreak of foodborne illness in your restaurant.

V. FOODBORNE DISEASES ARE CAUSED BY MICROORGANISMS

A. Less than 1% of all microorganisms are harmful to man.

B. There are three basic types of microorganisms:

1. Bacteria

2. Parasites

3. Viruses

VI. BACTERIA - The most common of the disease causing microorganisms.

A. They are everywhere, on your hands, your face, in your hair, even inside you.

B. Bacteria reproduce through a process called binary fission.

C. Bacteria can thrive almost anywhere because they require little for rapid growth.

1. Bacteria need nutrients to reproduce.

2. Moisture.

3. Favorable temperature between 40° - 140°. Some can grow in temperature near freezing or as high as 160°.

4. Time 4 hours lag phase.

VII. FOODBORNE INTOXICATION - occurs when certain microorganisms that contaminate food have had the opportunity to grow and produce chemical substances that are poisonous (toxic).

A. Food provides two conditions for growth - moisture and nutrients.

1. Growth can be controlled by temperature and time.

2. Toxins do not change the flavor of food.

B. Some toxins are most difficult to destroy or render inactive.

1. Toxins produced by staphylococcal organisms will withstand boiling temperature for long periods of time.

2. Others like botulism can be destroyed by boiling.

VIII. <u>STAPHYLOCOCCAL ORGANISMS</u> produce toxins which cause severe illness in man.

A. Symptoms will occur in 2 to 4 hours. These include nausea, vomiting, retching, abdominal cramps and frequent diarrhea.

B. Severity is directly related to dosage and susceptibility of the victim. Both the very young and elderly have a greater risk.

C. Man is the main source of staphylococci.

1. Outbreaks occur from nasal discharge, skin infections or infected cuts or boils.

2. Salad type foods, such as potato salad, egg salad and macaroni salad are frequently associated with outbreaks.

IX. <u>CASES OF CLOSTRIDIUM BOTULINUM</u> have declined over the past years but can occur if there is laxness in heat processing time and temperature.

A. Botulinal toxin is extremely poisonous, but it is destroyed by heat. The organism itself may remain after heating and begin producing toxins again.

1. Symptoms will occur in 12 to 36 hours. These include dizziness, double vision and muscular weakness.

2. Botulism has a high death rate. Approximately 65% of affected persons die.

B. Clostridium botulinum is an inhabitant of soil and the sediment of lakes and oceans. Botulism has long been associated with eating underprocessed home canned foods. Do not use any canned product that has defects, such as dents, swelling, rust or leakage.

X. SALMONELLA - the most frequent type of foodborne infection. There are more than 1200 different varieties, and most cause illness in man.

A. Time before symptoms appear is usually longer than that for intoxications.

1. 12 to 24 hours or up to a week or two, depending on the strain.

2. Symptoms are fever, abdominal pain, diarrhea, frequent vomiting, and chills.

B. The active habitat of salmonella is the intestinal tract of man and animals. It is a common contaminant of raw foods of animal origin--poultry, eggs, beef and pork. The transition is seldom direct and usually results from eating food of animal origin.

1. Salmonella may be found in the feces of swine and cattle.

2. Salmonella may reach man by direct contact and through his food and water.

3. Raw meat can become contaminated during processing.

4. Cross contamination spreads salmonella from one product to another--raw beef to salad.

5. Equipment (i.e. cutting boards, knives) not properly cleaned between different products can cause contamination.

XI. CLOSTRIDIUM PERFRINGENS are normal inhabitants of the intestinal tract of man as well as a constant contaminant of soil, non-potable water and unprocessed food.

A. Eating food infected with large numbers of clostridium perfringens will cause severe abdominal pain and diarrhea four to forty-two hours after eating.

B. Some strains produce heat resistant spores.

1. Most are killed within minutes at 212° F.

2. Some survive after hours of boiling.

3. Some require no air to grow.

XII. Outbreaks of illness due to PARASITES are not common in this country, but be acquainted with them and know some of their characteristics.

A. Trichinosis - Tiny worms that infect hogs and other animals. When raw or insufficiently cooked meat containing the live larvae is eaten by man, infection and illness may follow.

B. Amoebic dysentery occurs when high protein foods are comtaminated with human feces from infected persons.

XIII. VIRUSES are even smaller than bacteria.

A. Infectious hepatitis occurs most frequently.

1. Eating shellfish harvested from sewage contaminated water can be a cause.

2. When other foods are involved, the source is usually someone who has had the disease.

XIV. CHEMICAL POISONING, though not caused by microorganisms, is still a possibility.

A. Toxic chemicals such as cadmium and zinc are often used to plate food containers. Equipment has been involved in cases of metallic poisoning antimony. Copper and lead have also been involved.

B. Cleaning chemicals and sanitizing solutions are toxic. Also those chemicals used to control insects and rodents are, by their very nature, intended to kill.

1. Store all cleaning supplies away from foodstuffs.

2. Do not spray pesticides near food service areas.

3. Make sure employees know proper use of chemicals and pesticides.

C. Pesticides used by farmers can be toxic. Make sure all vegetables are thoroughly rinsed.

XV. CONTROL OF MICROORGANISMS AND PREVENTING FOODBORNE ILLNESS

A. Limit contamination.

1. Clean and sanitize the equipment every time a different product is handled.

2. Do not allow workers to handle different products without washing their hands.

    a. Cashier should not leave the register to make a food item without washing.

    b. Prep person should not handle raw beef and salad item, like carrots, without washing.

3. Do not store unlike products close to each other.

    a. For example, raw beef and lettuce.

    b. Cleaning supplies separated.

4. Establish regular cleaning and sanitizing schedules for every day.

5. Stress proper personal hygiene.

B. Inhibit growth.

1. Handle food quickly that must sit out in the food danger zones of 40° - 140°.

2. Make sure products are thoroughly cooked.

3. Reheat products to temperatures over 150°.

4. Cool product as quickly as possible.

C. Destroy the organisms through:

1. Proper cleaning and sanitizing.

2. Proper reheating.

3. Proper personal hygiene.

4. Regular restaurant sanitizing.

<u>SUMMARY</u>

Anytime food is involved there is a chance of contamination. The restaurants must be aware of possible problems, their causes, and preventative and/or corrective measures. As restaurant managers, the health and safety of guests and employees are your responsibilities.

MASTERY EXERCISE

Students will break into groups and conduct a sanitation tour of the restaurant by completing the checklist provided by the instructor.

SHOWBIZ PIZZA PLACE COLLEGE

Food & Temperature

C.	F.	
74°	165°	Most harmful bacteria killed when food cooked to 165° F.
66°	150°	Minimum "safe" temperature of cooked food to kill bacteria.
60°	140°	
		DANGER ZONE Rapid bacterial growth occurs between 40° F and 140° F. Food <u>must</u> be handled quickly to minimize bacterial growth.
4°	40°	
		REFRIGERATION ZONE Slow bacterial growth occurs in this range.
1°	34°	

SHOWBIZ PIZZA PLACE COLLEGE

SANITATION INSPECTION

MEETS STANDARDS	BELOW STANDARDS	
1. Exterior		
______	______	Outer premises neat and clean.
2. Entrance		
______	______	Insects controlled.
______	______	Doors self-closing.
______	______	Properly cleaned.
______	______	Clean lighting fixtures.
3. Order/Gift Area		
______	______	Walls, floors, ceiling properly cleaned.
______	______	Vents cleaned.
______	______	All shelves cleaned.
______	______	All counters cleaned.
______	______	Cotton candy machine properly cleaned.
______	______	Registers cleaned.
4. Sports Room		
______	______	Walls, floors, ceiling properly cleaned.
______	______	Tables, chairs, games properly cleaned.
______	______	Vents cleaned.
______	______	Clean lighting fixtures.

SANITATION INSPECTION - Page 2

MEETS STANDARDS	BELOW STANDARDS	
5. Play Room		
________	________	Walls, floor, ceiling properly cleaned.
________	________	Vents cleaned.
________	________	Games clean.
________	________	Clean lighting fixtures.
6. Show Room		
________	________	Walls, floor, ceiling properly cleaned.
________	________	Vents clean.
________	________	Tables & chairs clean.
________	________	Trash receptacles emptied often and properly cleaned.
________	________	High chairs properly cleaned & wrapped.
________	________	Clean lighting fixtures.
7. Rest Rooms		
________	________	Proper ventilation.
________	________	Fixtures in good repair.
________	________	Fixtures properly cleaned.
________	________	Hand washing signs posted.
________	________	Doors self-closing.
________	________	Walls, floors, ceiling, dividers properly cleaned.

MEETS STANDARDS	BELOW STANDARDS	
________	________	Towels and/or drying machine.
________	________	Hot and cold running water.
________	________	Soap.
________	________	Vents cleaned.
________	________	Clean lighting fixtures.

8. Kitchen/Beverage/Salad Bar - Construction of utensils & Equipment

________	________	Easily cleanable.
________	________	In good repair.
________	________	No chipped or cracked serviceware in use.
________	________	Open seams.

9. Kitchen Area - Cleaning & Sanitizing Utensils & Equipment

________	________	Single service utensils being used only once.
________	________	Clean cloths for cleaning.
________	________	Clean cutting board.
________	________	Clean can opener.
________	________	Clean flour bins.
________	________	Clean trays.
________	________	Clean glasses.
________	________	Clean slicer.
________	________	Clean whips.
________	________	Clean ladles.

SANITATION INSPECTION - Page 4

MEETS STANDARDS	BELOW STANDARDS	
________	________	Clean inserts.
________	________	Clean storage containers.
________	________	Clean counters.
________	________	Clean tables.
________	________	Clean sinks.
________	________	All machines clean. (List any dirty) ________ ________ ________
________	________	Clean light fixtures.
________	________	Clean walk-in refrigerator.
________	________	Clean walk-in freezer.
________	________	Clean reach-in refrigerator.
________	________	Clean ovens.
________	________	Clean shelves.
________	________	Clean mixers.
________	________	Clean roller.
________	________	Clean racks.
________	________	Dish machine water at 170° F. or above.
________	________	Dish machine rinsing at least 10 sec.

MEETS STANDARDS	BELOW STANDARDS	
10. Kitchen - Storage & Handling of Utensils		
________	________	Protected from flies, splash, dust, etc.
________	________	All utensils stored inverted or covered.
________	________	No utensils stored on floor.
11. Kitchen - Refrigerator		
________	________	Readily perishable food stored at 45° or below.
________	________	Refrigerator under 45° F.
________	________	Ice properly handled.
12. Kitchen/Beverage Station - Food & Beverage Storage, Display, & Serving		
________	________	Protected from dust, insects, vermin, droplet infection, overhead leakage, condensation, sewage back up or other possible contamination.
________	________	Off the floor.
________	________	Manual contact minimized.
________	________	No insects or rodents present.
13. Salad Bar		
________	________	All inserts clean.
________	________	Proper amount of ice for holding at a low temperature.
________	________	Sneeze guard clean.

SANITATION INSPECTION - Page 6

MEETS STANDARDS	BELOW STANDARDS	
______	______	Proper serving utensils.
______	______	Counters maintained in clean condition.

14. Beverage Station

MEETS STANDARDS	BELOW STANDARDS	
______	______	Clean coffee maker.
______	______	Clean inserts.
______	______	Clean counters.
______	______	Clean sinks.
______	______	Clean topping servers and pumps.
______	______	Clean beverage system.
______	______	Clean pitchers.
______	______	Straws wrapped or in dispenser.
______	______	Clean ice cream machine.
______	______	Clean shelves.
______	______	Clean floor, walls, ceiling, vents.
______	______	Clean lighting fixtures.

15. Waste Disposal

MEETS STANDARDS	BELOW STANDARDS	
______	______	Garbage in approved receptacles.
______	______	Receptacles properly cleaned.
______	______	All garbage covered.
______	______	Drains open.

MEETS STANDARDS	BELOW STANDARDS	
16. Employees		
________	________	Outer garments clean & used only for work.
________	________	Hands clean.
________	________	No spitting or tobacco in use.
________	________	Employee break area clean.
________	________	Thoroughly washing hands after coughing, eating, sneezing, smoking, and/or using the restroom.
________	________	No indications of infested wounds or communicable disease.

Middleby Marshall PACESETTER® Oven

GREASING

Assemble the grease gun that comes with the oven, making sure the grease will come from the gun. Attach the gun to each of the 4 Grease Fittings located on the front of the oven behind the long machinery compartment door. Very slowly pump at least 2 effective pumps into each fitting. Motor/fan bearings should be running when this is being done.

After greasing, check the Bearing Fitting shown in left photo and also check the fittings at the front of the oven shown in right photo. You are checking for any grease that might be coming out around the fittings. Any excess grease should be wiped off and the fittings should then be retightened to assure that they will no longer leak. This should be done before the top section of the oven is put over the bottom section.

INSPECTING AND ADJUSTING THE PACESETTER® OVEN

The Middleby Marshall JS250 Oven is the finest oven available and will produce consistent top-quality results when properly maintained. Following the steps detailed in this manual will preserve the precise efficiency of this unique cooking equipment.

TOP SECTION
LEFT END
BASE SECTION

MAINTENANCE SCHEDULE

Follow this inspection and service calendar and keep a record of the dates the procedures are performed so proper times for future maintenance can be accurately determined and adhered to.

EVERY DAY

1. Allow oven to cool to 200° before turning off blowers.
2. Clean oven.
3. Check operation of Axial Ventilating Fans

EVERY 2 WEEKS

1. Grease bearings.
2. Clear cooling fan finger guards of dirt and grease.

EVERY 4 WEEKS

1. Check blower V-belts for wear.
2. Check for loose pulleys.
3. Check conveyor belt for damage.
4. Take fingers apart and clean.

EVERY 3 MONTHS

1. Oil burner motor.
2. Tighten contactor terminal screws.

EVERY 6 MONTHS

1. Check conveyor drive motor brushes.
2. Inspect and clean burner nozzle and electrode assembly.
3. Check operation of the high-limit switch.
4. If electric oven, tighten heating elements mounting bolts.
5. If electric oven, check for burn conditions on heating element cables.

EVERY 12 MONTHS

1. Change oil in conveyor drive gear reducer (not necessary with Dart (black) gear motor).

EVERY 24 MONTHS

1. Replace thermocouple.
2. Replace solenoid valve.

CLEANING - JOB AIDS

CLEANING

I. LESSON TITLE

Cleaning by the Job Aids

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, management will:

A. Be able to locate job aids.

B. Understand the purpose of job aids.

C. Learn how to use job aids and be able to teach hourly employees to use them.

D. Become familiar with the opening and closing checklists and their relationship to cleaning.

E. Become familiar with the cleaning products, their formulas and the cleaning formula usage chart.

F. Develop a cleaning-maintenance schedule.

III. REFERENCES

Confidential Operations Manual.

IV. JOB AIDS

A. Location.

1. Job aids are found in the Confidential Operations Manual. They are divided into the following areas:

a. Kitchen Job Aids, procedure numbers 12000-12999.

b. Beverage Job Aids, procedure numbers 13000-13999.

c. Order/Gift Job Aids, procedure numbers 14000-14999.

d. Dining Room, Play Room, General Cleaning Job Aids, procedure numbers 15000-15999.

2. The job aids are separated into the above groups and placed in binders. These are located in the restaurants where they will be used.

3. The job aids are organized to facilitate completion of the task by providing:

   a. The title of the job.

   b. To whom the employee completing the job reports.

   c. Equipment and supplies needed.

   d. Preparation.

   e. Procedures.

4. Management must become familiar with the job aids so training of hourly employees can evolve around use of the job aids.

MASTERY EXERCISE

Betty has just disassembled the ice cream machine; thoroughly washed, sanitized and dried each part; arranged the parts neatly on the counter and covered them with a towel; and clocked out for the night. This was the first time she had closed the beverage bar and she felt very confident about her work. Upon arriving at work the next afternoon, the manager told her he wanted to talk to her about the ice cream machine. What could be the possible problems?

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V. OPENING AND CLOSING CHECKLISTS

A. The purpose of these checklists is to call attention to specific tasks. A person could easily walk through the restaurant and see everything as being clean and orderly. The checklist will force the manager to look in more detail and decide if the task has been completed according to procedure. It is imperative that these checklists be completed daily.

B. The Opening Checklist (SPP-73) is three pages. Locate this in the Forms Catalog and read carefully.

C. The Closing Checklist (SPP-71) is located in the Forms Catalog also. Read this carefully.

VI. CLEANING FORMULA USAGE CHART

A. The purpose of the Usage Chart (SPP-68) is to insure that the employee uses the correct cleaning agent for the job. Procedure #15505 provides written information.

B. The products are to be used according to the formulas specified in Procedure #15506.

Note: All company restaurants have a national contract with Economics Laboratory and their products are required.

VII. CLEANING/MAINTENANCE SCHEDULE

A. Management is responsible for the completion of all cleaning and maintenance tasks. These must be done when scheduled. Daily tasks are covered by the Opening and Closing Checklists.

B. A cleaning/maintenance chart will help management follow the tasks and see that each is completed on schedule.

MASTERY EXERCISE

The class will be developing a cleaning-maintenance chart. The instructor will give you blank calendars and a listing of all tasks to go onto the calendar. Your assignment will be to distribute these tasks through the month.

SUMMARY

Cleanliness and sanitation are cornerstones of a successful restaurant operation. ShowBiz Pizza Place, Inc., strives to exceed local and state health standards. Job aids have been written which detail what, how and when tasks are to be completed. The restaurant management staff must see that these are utilized and followed explicitly.

CLEANING AND MAINTENANCE TASKS

These are minimum standards:

Beverage Area Tasks

Weekly
1. Clean beer lines.
2. Clean soda lines.
3. Check and clean condenser coils--beverage system and ice cream freezer, wine cask.
4. Adjust and clean cup dispenser.
5. Clean wine casks.

Monthly
1. Check beer connectors, washer, gauges.
2. Check and adjust ice cream machine belt.

Play Room--Showroom Tasks

Weekly
1. Clean and PM one-eighth of the video games.
2. Clean and PM two skeeball lanes.
3. Remove booths and tables to clean walls and floors.
4. Clean one-fourth of the tables and chairs and check for damages.

Sports Room Tasks

Weekly
1. Clean projection TV.
2. Clean and PM one-eighth of the video games.
3. Clean one-fourth of the tables and chairs and check for repairs.

Miscellaneous Tasks

Weekly

1. Check restroom plumbing.
2. Clean restroom drains.
3. Clean all air conditioner vents.
4. Compressor--clean air filters, external parts and check safety valve.
5. Clean Documentor filter.
6. Check and adjust all self-closing doors.
7. Check front sign for wear and lighting.
8. Check cast board for proper names.
9. Check and clean the cave.

Monthly

1. Change air conditioner filters.
2. Check time clock for accuracy.
3. Check all faucets for leaks.
4. Check roof.
5. Check parking lot for repairs.
6. Check building exterior for repairs.
7. Check gutters.
8. Check fire extinguishers.
9. Compressor--check belts, change oil.
10. Clean coin counter.
11. Clean air conditioner condensing coil.
12. Check all walls, rails and baseboards--clean as needed.

Quarterly 1. Oil pizza oven burner motor, tighten contractor terminal.

2. Check slicer for safe plug, clutch position, clean stones, check bearings.

Semi-Annually 1. Check conveyor drive motor brushes.

2. Check and clean burner nozzle and electrode assembly on pizza oven.

3. Check operation of pizza oven's high limit switch.

Annually 1. Change oil in conveyor or drive gear box on pizza oven if not sealed.

2. Change oil in Anet's speed reducer.

Bi-Annually 1. Change mixer transmission oil.

SUN	MON	TUE	WED	THUR	FRI	SAT
M Beer & Ice Cream (washer gauges, connectors. Belts	W Beverage Area Task 1-5 Sports room 1-3	W Play Room & Show room 1-4	W miscellaneous Task 1-4 Kitchen Task 1-7	W miscellaneous Task 5-9		
M miscellaneous Task {Beverage} 1-2						
M Kitchen Task 1-3			A Change Oil in conveyor gear box in Pizza Oven. Change Oil in Anets Speed Reducer			
M miscellaneous Task 1-12						
Q Billy Bob ceiling tiles carpeting Drain 2 gallons of water from Hotwater Heater	G Pizza Oven motor. Check slicer for safe plugs, clutch posistion clean stones, check burnings.	S A clean & oil time clock Pizza Oven	B A Change mixer Transmission Oil			

PURCHASING

PURCHASING

I. LESSON TITLE

Purchasing, General Principles

II. INSTRUCTIONAL OBJECTIVES

By utilizing this lesson, store management will better understand:

A. The importance of proper purchasing techniques.

B. Ordering procedures - Proper specifications and ordering quantities.

C. The use of maximum/minimum and par stock for determining orders.

D. The importance of evaluating suppliers and methods to use.

III. REFERENCES

A. Purchasing Handbook, edited by George W. Alijan.

B. Quantity Food Purchasing, Lendal H. Kotschevar.

C. Managerial Finance, J. Fred Weston & Eugene F. Grigham.

D. Financial Handbook, edited by Jules I. Bogen.

E. Confidential Operations Manual

IV. INTRODUCTION TO PURCHASING

A. "A quantity food buyer must weigh many factors in buying. He must get the right kind and right amount at the right time at the right price."

B. Proper purchasing should:

1. Eliminate over-stocking and shortages.

2. Eliminate waste.

3. Stretch the buying dollar without sacrificing quality.

C. Improper purchasing usually:

1. Creates over-stocking.

2. Creates shortages.

V. DETERMINING NEEDS

A. Look at the menu.

B. Look at the inventory.

C. Defined specifications must be given to the supplier.

<u>Specification</u>: A detailed, precise presentation of needs for a certain good that may be purchased from a supplier.

1. Quality and value should be the basis for each specification.

2. Company specification outlines minimum quality standards.

3. All specifications must be concise.

a. Trade or common name.

b. Quantity required.

c. Price/unit.

d. Size of container and pack.

e. Quality, brand, grade.

f. Any other factors affecting quality and/or value.

MASTERY EXERCISE

In order to assure proper quality items are received, inform the supplier of your specifications for each item. What information would be provided for cut corn?

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VIII. DETERMINING THE ORDER QUANTITY

A. Orders must be based on an accurate record of inventory.

B. Par stock and maximum-minimum are methods of determining order quantities.

1. Par stock: the average usage during a given period of time plus enough extra to last from order point to delivery point.

2. Maximum-minimum: method for determining orders of larger quantities over a long period of time where a maximum and a minimum level for stock on hand is set and orders are placed to maintain these levels. Most commonly used for merchandise items.

C. Special events, including holidays, promotions, parades, and ballgames, may alter the order quantity in either system. The buyer should take such events into account when ordering so over-stocking and shortages will not occur.

MASTERY EXERCISE

Following is an example of an order sheet for tracking what has been ordered and received. Complete this sheet by finding the usage for Monday through Thursday and Friday through Sunday. Establish a par stock level for both weekdays and weekends.

ORDER - INVENTORY - USAGE SHEET

LEGEND

O = ORDER
R = RECEIVED
I = INVENTORY
WD = WEEK DAY
WE = WEEK END

DESCRIPTION	UNIT	MONDAY		TUESDAY		WEDNESDAY		THURSDAY			FRIDAY		SATURDAY		SUNDAY		WD/WE USAGE		INVEN.	WD/WE PAR STOCK	
		I	O	R	O	R	O	R	I	/O	R	O	R	O	R	O	WD	WE		WD	WE
ShowBiz Dough Blend	Bag	24	48			48			60	-									10		
Flour	50 LB	13	30			30			36	20	20						7	50	6	8	55
Olives	Can	33	12			12			37	18	18						8	13	42	9	14
Mushrooms	Can	27	18			18			33	36	36						12	56	13	13	62
Hot Dog Buns	Each	36	36	36	36	36			40	48	48	48	48	48					50		
Beer Reg. 8 lbs/gal	Gal	20	124	124					50	155	155								28		
Lite		15	62	62					40	124	124								23		
Dark		18	31	31					29	62	62								21		
Diced Cheese	Lb	350	400			400			440	400	400								360		
Sausage Topping	Lb	62	30			30			40	60	60								20		
Beef Topping	Lb	110	100			100			130	100	100								60		
Pepperoni	Lb	68	100			100			100	75	75								21		
Ham Sliced	Lb	50	60			60			90	30	30								48		
Walnut Cake 6/Case	Each	15	30			30			35	30	30								14		
Roast Beef	Lb	63	100			103			70	150	156								88		
Hot Dog	Each	14	160			160			52	160	160								38		
Green Pepper Diced	Lb	20	80			80			62	40	40								30		

VII. PLACING ORDERS

A. Choosing a supplier:

1. Location factors.

2. Time factors.

3. Value factors.

    a. Quality.

    b. Service.

    c. Price.

4. Financial factors:

    a. Terms and methods of payment.

    b. Return for rejects.

B. Types of buying procedures:

1. Call sheet buying.

2. Contract buying.

C. Always keep a record of the orders. This procedure serves to confirm quality, quantity and price.

D. Evaluating the supplier:

1. Suppliers should be reviewed objectively and on a regular basis.

2. There are numerous methods:

    a. Categorical plan - records in a log events which relate to poor quality, service, &/or price.

    b. Weighted-point plan - assigns values to quality, price, and service. Ex: Quality - 40 pts; Price - 35 points; Service - 25 points.

    c. Cost ratio plan - expresses value, quality, and service in real terms of money and time.

E. Purchasing decisions should be made rationally and consistently so suppliers will treat the buyer in a like manner.

1. Base buying on rational criteria.

   a. Product dependability.

   b. Vendor reliability.

   c. Product value.

   d. Product quality.

   e. The best price.

2. Avoid basing decisions on emotional criteria.

SUMMARY

Proper purchasing is getting "The right kind and right amount of food (or any item) at the right time at the right price." Quality and value should be basis for purchases. Evaluate the supplier.

RECEIVING

I. LESSON TITLE

Receiving.

II. INSTRUCTIONAL OBJECTIVES

Through this lesson, restaurant management will understand:

A. What makes receiving important.

B. The guidelines for scheduling deliveries.

C. The reasons for choosing a specific delivery point in the restaurant.

D. Security in regard to receiving goods and supervising vendors.

E. Inspecting goods for quality and quantity as ordered.

III. REFERENCES

A. Quantity Food Purchasing; Lendal H. Kotschevar.

B. Purchasing Handbook; Edited by George Alijan.

C. Food Service Security; Internal Control; Bob Curtis.

D. Preventing Loss During A Delivery; Anonymous.

E. Confidential Operations Manual.

IV. INTRODUCTION TO RECEIVING

A. Receiving defined:
Obtaining the quality and quantity of ordered merchandise at the quoted price.

B. Effective receiving considers:

1. Time a delivery can be made.

2. When a delivery can best be received.

3. Size of the delivery.

4. Type of foods to be delivered.

5. Supervision and security necessary for receiving a shipment.

V. <u>SCHEDULING DELIVERIES</u>

A. Service and supervision -- Deliveries made when enough emloyees are available to uphold good service and properly supervise vendors.

B. Schedule efficiently.

C. Whenever possible, schedule deliveries during times when business is slow. Maximize labor through good planning.

VI. <u>THE DELIVERY POINT</u>

A. The restaurant guests and security are the main concerns behind choosing an entry point for goods. Consider:

1. Guest service.

2. Guest access.

3. Restaurant atmosphere.

B. Vendor should know where he/she is expected to make a delivery.

VII. <u>DELIVERY SECURITY</u>

A. Identify vendors <u>before</u> unlocking the delivery door.

B. Lock the delivery door when not immediately in use.

C. Supervise the vendor during a delivery. The shift manager or trained team leader will be present.

1. Control the receiving process; never allow the vendor to "take over" during a delivery.

2. Never sign for items that are missing or do not meet your specifications.

3. Use a system that insures your order is delivered completely.

VIII. DELIVERY INSPECTION

A. Qualified personnel should check in all deliveries.

B. Order quantities must be thoroughly reviewed.

C. Quality must be thoroughly reviewed.

D. Discrepancies in quantities and quality should be noted by the delivery man on the invoice.

E. Before accepting substitutions, check with purveyor concerning availability.

IX. CONCLUSION

Show film.

MASTERY EXERCISE #1

A situation occurs in your restaurant. The produce delivery arrives at noon on Friday, although you have a sign on the door that states: "NO DELIVERIES ACCEPTED 11 A.M. TO 2 P.M." You are almost out of lettuce and other produce for the salad bar at this point, and the driver states that you are his last stop before he goes home. You notice that no delivery instructions are on his invoice. You are short of staff and have sixty-five guests at the same point in the lunch process. What could you do, and how could you avoid this situation in the future?

MASTERY EXERCISE #2

A delivery has just been made and the invoice on the following page was presented. Would you accept the shipment as is? Support your answer. Complete the invoice.

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SOLD TO: SHOW-BIZ PIZZA
BROCK HOTEL CORP.
1301 GAGE BLVD.
TOPEKA KS 66604

SHIP TO: SAME

PAGE NO.	SALESMAN	ROUTE/STOP	
1	JL005	040 / 146	[illegible]
SHIP TO ACCT. NO.	SOLD TO ACCT. NO.	PURCHASE ORDER NO.	INVOICE DATE
24777	24777		[illegible]
FILLED BY	CHECKER	DELIVERED BY	TERMS OF DELIVERY
			NET 10 - [illegible]

SLOT	QUANTITY	PACK	SIZE	BRAND	DESCRIPTION	SIS STOCK NO.	UNIT PRICE	EXTENSION
	2	3	60 lb.	Lee	Macaroni Salad	11831	13.12	23.24
	6	6	10	Hunts	Tomato Paste	38835	24.83	148.98
	3	1	240000	Dixie	Sunflower 1202 Cold Cup	120XX141	56.38	179.14
	1	1	001000M	EPC	Champagne Plas Fork Hvy	535335	31.08	31.08
	2	1	0001000	Heritage	Billy Bob's Pizza Plate	599256	14.78	29.56
	2	6	1 lb.	Lee	Bacon Bits	090755	20.34	61.02
	9	1	25 lb.	Mid-Am	Pizza Blend Cheese	685620	41.00	410.00

FULL CASES	UNITS	GROCERY	FROZEN	MEAT	SEAFOOD	DAIRY	PRODUCE	PAPER	SANITATION	TABLE TOP

Payment terms are expressed in the Invoice heading. Accounts that are past due are subject to a late charge which shall be the maximum permitted under said law.

IN THE EVENT THIS ACCOUNT IS PLACED IN THE HANDS OF AN ATTORNEY FOR COLLECTION, CUSTOMER AGREES TO PAY SELLER A REASONABLE ATTORNEY FEE.

DATE REC'D.

NOTICE: ALL CLAIMS FOR SHORTAGES MUST BE MADE UPON RECEIPT OF MERCHANDISE.

STORAGE

STORAGE

I. LESSON TITLE

Storage.

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, management will be able to understand and discuss:

A. The importance of organization in storage areas.

B. Rotation and its effect on storage.

C. The importance of following the established Company shelf life guidelines.

D. The storage environment and how to maintain it.

E. Ways to improve security in storage ageas.

III. REFERENCES

A. Quantity Food Purchasing; Lendal H. Kotschevar.

B. Food Storage Guide for Schools and Institutions; U. S. Department of Agriculture, Food and Nutrition Service.

C. Sanitation; American Institute of Banking.

D. Sanitary Techniques in Food Service; Karla Longree.

E. Food Service Security: Internal Control; Bob Curtis.

F. Applied Foodservice Sanitation; National Institute for the Foodservice Industry.

G. Confidential Operations Manual.

IV. INTRODUCTION TO STORAGE

A. Storage is not a productive expense.

B. Storage protects goods from:

1. Deterioration.

2. Contamination.

3. Theft.

V. DESIGN AND STORAGE

A. Flexibility - Storage space should be flexible in the original building plans. It is designed on these premises:

1. Space.

2. Location.

3. Security.

4. Health and safety.

B. Utilization of space should be maximum.

VI. ORGANIZING A STOREROOM

A. Systematic organization of storage areas increases the efficient use of space.

B. Consider the following location and organization factors:

1. The inventory method in use must be considered. Goods are sometimes organized in the order they appear on the inventory form.

2. Product characteristics.

a. Frequency of use.

b. Refrigerated vs. dry storage.

3. Sanitation requirements.

a. Separate food items from cleaning supplies.

b. Ventilation is a must to retard bacteria and mold growth.

VII. ROTATION AND STORAGE

A. Proper rotation helps maintain product quality, minimize waste, and reduce confusion. It takes into account the shelf life of each item in storage.

B. FIFO

1. First in, first out.

2. Newer product is placed behind older products on shelves so older products are easiest to reach.

3. Date on container - -

a. Marks beginning of operational shelf life. Operational shelf life - a realistic appraisal of how long an item is expected to remain usable under average handling and storage conditions.

b. Operational shelf life is largely determined by handling. (See Procedure #11049 for Company guidelines)

VIII. ENVIRONMENT AND STORAGE

A. Dry storage.

1. Temperature - 40°-70°F.

2. Ventilation

a. Helps control the temperature by allowing air circulation.

b. Retards activity of many food-spoiling organisms.

c. Prevents mildew and mustiness.

d. Retards rusting of metal containers.

e. Minimizes caking of flour and other powered foods.

3. Lighting

   a. Aids in locating items.

   b. Discourages vermin.

4. Humid climates

   Products susceptible to humidity should be placed in sealed containers.

B. Refrigerated/freezer storage:

1. Temperature - 34°-40°/-10°-0°.

2. Time-temperature relationship;

   The time-temperature relationship refers to the fact that it takes longer for the center of something to cool than it does for it to cool along the edges.

   a. Critical temperature range:

      40° and 140°.

   b. Cooling times depend on many factors:

      1. Temperature of the food, container, and cooler.

      2. Amount of ventilation.

      3. Capacity of the cooler.

      4. Thickness of the food and its container.

      5. Heat conducting properties of the food and container.

      6. Surface area and volume of food.

3. Cross contamination must be avoided.

   a. Store cleaning products away from all food items.

   b. Separate food items. Do not work with produce and meat on the same counter. Do not allow meat juices to drip into produce. Do not use the same knife to trim or cut a raw roast and a cooked roast.

IX. PEST CONTROL

A. All foodservice establishments must be protected against insects, rodents and other vermin.

1. Prevent their entry by eliminating small openings into the restaurant. A mouse can enter through an opening as small as a nickel.

2. Dispose of containers immediately which may bring in the pests. Cockroaches are notorious for this.

3. Eliminate conditions which encourage nesting and breeding, such as cracks, crevices, and improperly stored materials. Store all items off the floor to help eliminate nesting.

4. Cut off their food supply. Clean up spills, food scraps, and garbage areas.

5. Check storage areas. Rats and mice like quiet, dark areas.

6. All Company restaurants are under national contract for pest control but remember control is not a substitution for sound sanitation practices.

X. SECURITY AND STORAGE

A. Locks on all doors.

B. Careful control of keys.

1. Void leaving keys with employees.

2. Keep track of keys.

3. Change locks periodically.

SUMMARY

Storage is a non-productive task. It is a money-saving proposition. The storage space must be flexible, easily accessible, and well organized. Sanitation requirements must be considered in storage as well as in all restaurant functions.

FOOD PREPARATION/PIZZA

SHOWBIZ PIZZA PLACE COLLEGE

CLASS NOTES

1. weigh 25.5 pounds of water 90°-95°
2. Add 50 lbs of dough mix.
3. mix dough 3min on Speed 1 1min on Speed two
4. TAKE dough out and put it on tray. They have to be plastic.
5. Cough Dough into quarters. 4 of them.
6. lightly oil dough tray and place the quarters in Each one
7. oil hands and Dough.
8. Cover dough with Some type of Saran rap.
9. Then move The dough onto dough rack using every other shelf.
10. after 1 hour punch down dough. Then ready to be put in to refrigeration
11. 2 hrs min refrigerationing before Serving. hrs max. max Shelf life of dough is 36 hrs.

(Portioning)

1. TAKE AND Get Dough mass. Portion dough at miny 6 oz Small 10 oz - med 14oz Lrg. 18 oz make Dough balls and arrange in Tray. Cover with Saran wrap. Put into refrigerator for min 2hrs. TAKE out after 2½ hrs drop balls into dusting flower take out and flatten on dough table. Drop into top Set of rollers. Dough Come out Top oblong Then ¼ turn and put into bottom roller and presto a perfect Sized pizza.

Rolled dough has a max shelf life of 3 hours before they have to be discarded.

SHOWBIZ PIZZA PLACE COLLEGE

CLASS NOTES Sauce

4 can Tomato paste 5 cans water 4 oz salt.

weigh out 1 can of water average weight 6 1/2 lbs. put into insert and whip it good. put in oven at 270° F max shelf life is 3 days. refrigerate. TAKE out and add tomato paste and the other 4 cans of water. Run through the wire whip to mix evenly. After mixed put into containers and lable outside of container. 3 days max shelf life.

(Prepared Toppings.)

Break up cheese into a full size insert. each container holds 20 lbs each. Break up cheese into inserts. make sure its broken up good.

TAKE ham and tear it. Its cut in nickle slices. Peparoni is sorted and broken away if stuck together. TAKE Pork topping and put into 1/2 size containers. Beef Break up to 1/2 size insert.

mushrooms - drain all excess liquid off. put into 1/3 size insert drained. leave no liquid. Same with Black olevies.

Fresh Topping.

Green pepers. Cut off top. dont waste an portion of pepper. Green pepers and onions will be sliced at 3/16 of an inch. Try to slice whole due to the fact the dont get mushy. Slice whole rings in half.

(onions -) Sliced at 3/16 of an inch. Put Both into 1/6 Inch inserts. Both onions and pepers. do not mix.

Tomatos - Cut at 3/16 Inch thick. used in Salad bar and sandwiches.

SHOWBIZ PIZZA PLACE COLLEGE

FOOD PREPARATION/SANDWICHES

SHOWBIZ PIZZA PLACE COLLEGE

CLASS NOTES ______________________________

SHOWBIZ PIZZA PLACE COLLEGE

CLASS NOTES

FOOD PREPARATION/SALAD BAR

SHOWBIZ PIZZA PLACE COLLEGE

CLASS NOTES

SHOWBIZ PIZZA PLACE COLLEGE

CLASS NOTES ____________________

GUEST RELATIONS AND SERVICE

GUEST RELATIONS AND SERVICE

I. LESSON TITLE

Guest Relations and Service.

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, management will:

A. Be able to communicate effectively with the guest.

B. Understand the elements involved in satisfying the guest.

C. Be able to build sales through suggestive selling.

III. REFERENCES

Confidential Operations Manual

IV. INTRODUCTION TO GUEST SERVICE

Good effective guest relations and service involve many things.

A. Communication (Face-to-face)

1. Knowing the service sequence.

2. Having the proper attitude.

B. Satisfaction.

1. Guest is always right.

2. Employee impression.

3. Identifying guest needs.

C. Sales building through suggestive selling.

V. THE BEST COMMUNICATION IS THROUGH THE PROPER USE OF THE SERVICE SEQUENCE.

A. The basic sequence is:

1. Friendly greeting.

2. Active listening.

3. Assistance - Explain and suggest.

4. Take order.

5. Repeat order - accuracy.

6. Ask if there will be anything else - completeness.

7. Total transaction.

8. Collect money.

9. Make change and give receipt. Explain how the system works.

10. Thank the guest sincerely.

B. Specific service sequences are found in the Job Aids at each work position.

C. Employee attitude.

1. Start with a smile.

2. Project a courteous, friendly manner.

3. Show enthusiasm. Be positive about the job. ShowBiz attitude.

VI. GUEST SATISFACTION

A. Give guests a feeling of importance.

1. Call them by name if possible.

2. Remember the guest is always right.

3. Know the menu.

C. Identify the guests' needs:

1. Mr. Regular Guest: Is the guest who knows exactly what he wants and will listen to nothing else.

2. Mr. Indecisive: Is the guest who knows he wants a pizza, but cannot choose between sausage and beef or light and dark beer.

3. Mr. B. Wildered: Is the guest who does not know where he is, let alone what pizza is served. He needs help.

VII. SALES BUILDING THROUGH SUGGESTIVE SELLING

A. Complete the guest order. Always suggest:

1. Salads

2. Desserts

3. Beverages (if not ordered)

B. Builds ticket price by suggesting:

1. Additional topping or extra ingredient.

2. Related orders

3. Trade up (to larger size pizza, etc.)

4. Related items (Sandwich orders are naturals for salads.)

SUMMARY

Quality guest service is a team effort, starting with the manager and going down to the floor attendant. Sincerity is important. Never be canned when suggestively selling. Believe in yourself and our products.

MASTERY EXERCISE

The following scene occurs at the order area.

Sue is cashiering, there is a very long line, and a family of six approaches the counter. Sue says, "What do you want?" The family orders a medium pepperoni pizza and a pitcher of Pepsi. Sue totals the orders, receives the money, and hands them the receipt and tokens. The family turns and walks away looking at the receipt bewildered.

What did Sue do incorrectly? What suggestions could be made to help the overall scene?

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ANIMATION

I. LESSON TITLE

Introduction to Animation.

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this topic the management will be able to:

A. Identify the sub-systems of the animation system.

B. Discuss the general operation of the mechanical system, pneumatic system, and electronic system.

C. Identify the components of the pneumatic system.

D. Discuss the operation of each component of the pneumatic system.

E. Identify the components of the electronic system.

F. Discuss the operation of each component of the electronic system.

G. Identify the procedures connected with the animation system.

H. Perform the operational procedures on the animation system.

I. Identify the preventative maintenance procedures to be performed on the animation.

J. Perform preventative maintenance on the animation.

III. REFERENCES

PROCEDURE Numbers 16000, 16001, 16002, 16003.01, 16003.4.

IV. INTRODUCTION

The function of the animation system is to provide entertainment for the guests of ShowBiz Pizza Place. The animation combines mechanical movements controlled by a pressurized air system which in turn is controlled by computer system. The movements of the characters are synchronized with a stereo music system to present a life-like animation.

V. SUB-SYSTEMS AND THEIR OPERATION

A. Overview

The animation system can be divided into three sub-systems to simplify the description of the operation. These sub-systems are electronics, pneumatics, and mechanics. The block diagram below shows how they interact.

ELECTRONICS → PNEUMATICS → MECHANICS

The electronics system tells the pneumatic system what to do and when to do it. The pneumatic system is connected to the mechanical system such that an action performed by the pneumatic system causes a movement to occur in the mechanical system.

B. The Electronics System

1. The electronics system consists of the following interacting components: computer, tape decks, tape control box, equalizer, amplifiers, speakers, triac boxes, lights, solenoids, and manager control station. An explanation of the technical terms follows.

   a. Computer - is a unit which performs the following functions: sets the time between shows, tells the tape decks when to start, stop, rewind, and processes all signals that control lights and character movements.

b. Tape Decks - Contain the show numbers and the information that the computer processes to control system operation. These are a four channel tape deck.

c. Tape Control Box - Selects which tape deck is selected to play.

d. Equalizer - is a means of adjusting the bass and treble so that the sound is satisfying.

e. Amplifiers - boost the volume of the sound going to the speakers.

f. Speakers - provide the audience with a reproduction of the music.

g. Triac Boxes - control the house lights, flood lights, spot lights, and stage lights.

h. Lights - provide illumination for the stage and dining room.

i. Solenoids - are switching mechanisms which control the air to the characters' movements.

j. Manager Control Station - located at the Beverage Station, enables the manager to select the birthday shows at various times.

2. The block diagram on the following page shows the electronic system and its interconnections.

Tape Decks
(2)
Tape Control Box
(3)
Equalizer
(4)
Amplifiers
(5)
Speakers
1)
6
Computer
(7)
Triacs
(8)
Lights
Manager Control Station
Solenoids
(10) To Valves

3. Operation

a. When the show is ready to begin, the computer sends a command (1) to one of the tape decks to play. The tape deck is selected by the computer in conjunction with the manager control station (11). The manager control station is used to select the birthday show.

b. After a tape deck begins to play, it sends information (2) to the tape control box. This box connects whichever deck is playing to the equalizer (3) and the computer (6). The equalizer adjusts the bass and treble of the sound and sends the sound (4) to the amplifiers which boost the volume (5) to the speakers.

c. The information (6) going to the computer is processed and used to control (7) the triacs which control (8) the lights. Some of the information is used to activate the solenoids (9) which control the characters' movements.

C. Pneumatic System

1. The pneumatic system consists of the following components: compressor, filter/regulator, air dryer, condensation bowl, lubricators, valve banks, flow controls, and cylinders. An explanation of these technical terms follows:

   a. Compressor - acts as a pump to pressurize the air and to send it to the show, Whac-a-Demon, and balloon blow-up. A water drain is provided at the bottom.

   b. Filter/Regulator - cleans particles out of the air and sets the pressure to 80 pounds per square inch. Attached underneath the filter/regulator is a liquid drainer for excess moisture.

   c. Air Dryer - removes moisture from the pressurized air.

   d. Condensation Bowl - allows moisture to settle out of the pressurized air.

   e. Lubricators - devices containing oil that spray a mist of oil to the show characters.

   f. Valve Banks - devices which allow or prevent the flow of air to the show characters.

   g. Flow Controls - adjustments which regulate the speed and volume of air that flows to the show characters.

   h. Cylinders - devices which are moved by the flow of air and cause the show characters to move. These are of single and double action types.

2. The block diagram below shows the interconnection of the components of the pneumatic system.

3. Operation
The compressor pressurizes the air and sends it to the filter/regulator where it is cleaned and regulated to 80 pounds per square inch. The air dryer removes moisture from the air. Any remaining moisture collects in the condensation bowl. The air then goes to the lubricators where it picks up a mist of oil. The air proceeds through the valve banks and flow controls to the cylinders. There it causes the cylinders to move, and it also lubricates the cylinders with the oil mist.

D. Mechanical System

The mechanical system is the simplest of the three systems. It consists basically of frames and joints. The frames are made of aluminum and is either solid or welded depending on the function. The joints are pivot points for the character movements. Two pieces of frame are connected by means of hinges and metal pins. The cylinders are connected to the movable frame pieces.

E. Combined System

1. The computer selects one of the tape decks to play. The manager control system can cause the computer to select the birthday show, otherwise the regular show is selected. The tape deck sends (1) sound to the equalizer, amplifiers, and speakers and (2) information to the computer. This information is used to control house lights, flood lights, stage lights, and spotlights. Some of the information controls the solnoids which activate the valves in the valve banks.

2. Meanwhile, the compressor has pressurized the air and sent it to be filtered and set to 80 pounds per square inch. The moisture in the air is removed by an air dryer and any excess moisture collects in a condensation bowl under the stage. The air goes to the lubricators where it picks up a mist of oil. The air passes through the valves (when activated by the solenoids), through the flow controls, and on to the cylinders. The cylinder moves and causes the character to move.

VI. SYSTEM PROCEDURES

There are three groups of procedures that must be utilized to obtain optimum performance of the animation system. These procedures are operational, preventative maintenance, and troubleshooting.

A. Operational Procedures

These procedures include the start-up and shut-down procedures normally performed by the Electronic Specialists or Assistant Electronic Specialist and the animation function chart normally completed by the Manager or Assistant Manager.

1. Start-Up
   The start-up procedure is performed each day prior to the opening of the restaurant. The start-up procedure is also performed whenever maintenance is completed on the animation that required the show to be shut down. The start-up procedure is found in PROCEDURE #16000.

2. Shut-Down
   The shut-down procedure is performed each day at the closing of the restaurant. The shut-down procedure is also performed whenever maintenance is done on the animation that requires the show to be shut down. The shut-down procedure is found in PROCEDURE #16001.

3. Animation Function Chart
   The animation function chart is performed each day to determine if there are faulty movements in the animation system. This chart should be completed by the Manager or Assistant Manager to insure that no faulty movements have been overlooked. The animation function chart is found in PROCEDURE #16003.04.

B. Preventative Maintenance

The preventative maintenance procedures are the minimum maintenance necessary to provide optimum operation of the animation system. Performance of these procedures according to schedule will result in fewer problems with the animation system. The preventative maintenance procedures are divided into daily, weekly, monthly, and quarterly maintenance. These procedures may be found in PROCEDURE #16002.

C. Troubleshooting Procedures

Troubleshooting procedures are a part of the technique of the Electronic Specialist that facilitate the identification and repair of problems. Troubleshooting procedures are considered from the viewpoints of general and specific.

1. General Troubleshooting Procedures
   These problems form a method by which problems may be located and repaired in any system. Although other divisions can be made, general troubleshooting procedures follow a natural sequence of symptom recognition, symptom elaboration, faulty block location, faulty unit location, and faulty component location.

   a. Symptom Recognition
      This is perhaps the easiest of the general troubleshooting procedures. It occurs when a problem is found. An inoperative movement, a malfunctioning light, or faulty sound are all examples of symptom recognition. The Electronic Specialist recognizes that something is wrong by the symptoms it exhibits. A practical example of symptom recognition would be noticing that Billy Bob's mouth does not move.

b. Symptom Elaboration
This step in the process is necessary to obtain more information about the problem in order to begin the process of fault location. It is important in this step to note what functions DO work as well as those that do not. In the previous example, Billy Bob's mouth did not work. The Electronic Specialist noticed that all other functions are operating properly. Physically moving his mouth showed that there were no mechanical or pneumatic problems at the mouth. Depressing the manual override button cause the mouth to move. The foregoing illustrate the information gathering that is necessary in the symptom elaboration step.

c. Faulty Block Location
This step uses the information gathered in the previous steps to isolate the trouble to a functional block. The information gathered in the example showed that there were no mechanical nor pneumatic problems. The fault must therefore lie in the electronic system.

d. Faulty Unit Location
This step is concerned with tests performed within the faulty block to isolate the trouble to a smaller functional area. Billy Bob is electronically controlled by the bottom drawer of the computer. By performing tests in this bottom drawer the Electronic Specialist discovers that one particular circuit board is faulty.

e. Faulty Component Location
This step is performed to isolate the problem to the component causing the problem. Tests are conducted on the faulty board to discover which of the many components is defective.

2. Specific Troubleshooting Procedures
These procedures are in a flowchart format and are designed strictly to apply to the animation. The following pages contain these specific troubleshooting procedures.

ANIMATION TROUBLESHOOTING CHARTS

DIRECTIONS.

Before Performing Video Test:

1. Operate show full function (Birthday).

2. Operate show audio off.

   a. Listen for air leaks.
   b. Watch for erratic/abnormal movements.
   c. Listen for exaggerated/accentuated mechanical noise.

3. If "yes" for any of the above items

↓

Isolate source of malfunction using Charts A through E.

4. If "no" for all of the above items

↓

Go on to video test procedures.

CHART A

Character Operates Normally — Yes → Perform Video Test

Character Operates Normally — No → Is there lost function

Is there lost function — No → Is character erratic

Is character erratic — No → Does character have air leaks? Mech. noise

Does character have air leaks? → Inspect, Locate source and repair as req'd

Mech. noise → Inspect, repair or replace components as required

Is character erratic — Yes → Stop show immediately Inspect for mechanical damage

Is there lost function — Yes → Is function regained when appropriate MAC valve is manually operated?

Is function regained when appropriate MAC valve is manually operated? — No → Trouble appears to be generated between MAC valve and character. Check air lines and cyliner

Is function regained when appropriate MAC valve is manually operated? — Yes → Measure voltage at appropriate bit#

Measure voltage at appropriate bit# — 5VDC → Verify voltage supplied to L.D.B.

Verify voltage supplied to L.D.B. — 22VDC → Verify voltage at P.S. with no load applied. 24 ±2VDC → See Chart B

Verify voltage supplied to L.D.B. — 24VDC → Measure voltage at bit# pinout with colored wire removed.

Measure voltage at bit# pinout with colored wire removed. — 5VDC → Replace LDB

Measure voltage at bit# pinout with colored wire removed. — 24VDC → Check for ground in MAC wiring loop

Measure voltage at appropriate bit# — 24VDC → Ground appropriate bit# Is function restored?

Ground appropriate bit# Is function restored? — No → Check for cable continuity by substituting character cables or by OHM meter

Ground appropriate bit# Is function restored? — Yes → Substitute L.D.B. with adjacent one. Is the function resumed?

Substitute L.D.B. with adjacent one. Is the function resumed? — Yes → Replace L.D.B.

Substitute L.D.B. with adjacent one. Is the function resumed? — No → Trouble may be in playback board. Verify with your DTM or Creative Engineering

CHART B - Power Supply Trouble Analysis

Verify 24VDC at supply with loan applied

- Yes → Verify: 24 VDC distribution
  - Yes → Go for it!
  - No → Troubleshoot loss of 24VDC distribution.
- No → Disconnect all load lines 24VDC at supply?
  - No → Replace supply
  - Yes → Reconnect load lines one at a time until problem recurs. Troubleshoot defective distribution line.

115 VAC Applied

- No → Plug into 115 VAC
- Yes → Fuse good?
  - No → Replace fuse with proper rating
  - Yes → (return to) Verify 24VDC at supply with loan applied

Chart C - Lost Movements (More than One)

(*Note 1)

Is more than one character involved?

- Yes → Which group of characters are involved? (*Note 1)
  - Stage Left → Problem common with bottom dwr. → Check left side P.S. using Chart B → P.S. checks out O.K.
    - Yes → Perform interchange of P.S. and drawers
    - No → Replace bad power supply
  - Stage Right → Problem common with top dwr. → Check right side P.S. using Chart B → P.S. checks out O.K.
    - Yes → Perform interchange of P.S. and drawers
    - No → Replace bad power supply
  - Perform interchange of P.S. and drawers → Has problem moved to other side
    - Yes → Troubleshoot D.C. distribution from P.S. into drawer
    - No → Interchange data cables - does problem move to other side?
      - Yes → See Chart D Audio & Data
      - No → Check for data flow at playback board. → Is data present?
        - No → See Chart D Audio & Data
- No → Is character cable plugged in at both ends?
  - Yes → Troubleshoot cable by substitution with another character cable
  - No → Go for it!

(*Note 1) If character from both drawers are involved or only 1 or 2 from a drawer are involved, then follow Chart A. Individually analyze each character.

3. The troubleshooting procedures described allow the Electronic Specialist to isolate troubles. To complete the job it is necessary to replace or to repair the faulty component.

   The faulty component may be replaced by a part taken from the inventory of spare parts issued to each restaurant. This spare parts inventory is found in PROCEDURE #16003.01. Should the part not be in stock, an order should be placed with the District Electronic Specialist. Should the District Electronic Specialist not be available, contact the Regional Electronic Specialist. Should a problem develop with a major unit, such as a compressor, it may be necessary to obtain a rental while the unit is being serviced. It is the District Electronic Specialist's responsibility to inform the Regional Electronic Specialist who in turn contacts the Director of Electronics.

SUMMARY

The animated Entertainment at ShowBiz Pizza Place is a computer controlled system that uses pressurized air to control character movements which are synchronized to music. The animation is comprised of the 3 interacting sub-systems of electronics, pneumatics, and mechanics. To obtain optimal performance three procedures must be followed; operational, preventative maintenance, and troubleshooting.

I. LESSON TITLE

Electronics Review

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this topic the electronic specialist will be able to:

A. Describe the operation of Basic Digital Circuits.

B. Describe the characteristics of an Operational Amplifier.

C. Describe the operation of Basic Operational Amplifier Circuits.

D. Describe the theory of Negative Feedback.

III. REFERENCES

A. Porat and Barna, An Introduction to Digital Techniques, Wiley, 1981.

B. Faulkenberry, An Introduction to Operational Amplifiers, Wiley, 1977.

IV. TIME

2 hours

V. TRAINING AIDS

Transparencies

VI. INTRODUCTION TO ELECTRONIC REVIEW

The knowledge of the operation of digital and analog circuits is essential to the success of the electronic specialist in terms of efficiency. Such circuits are found in abundance in both video games and the animated show. This lesson presents a review of the operation of some of the basic circuits. It should also serve as a spur to prod the electronic specialist into further study, for what is presented here is only the tip of the iceberg.

VII. DIGITAL CIRCUITS

A. Basic Logic Gates

1. AND gate
   a. Circuit
   b. Truth Table
   c. Boolean Expression
   d. Logic Diagram

2. OR gate
    a. Circuit
    b. Truth Table
    c. Boolean Expression
    d. Logic Diagram

3. NAND gate
    a. Logic Diagram
    b. Truth Table
    c. Boolean Expression

4. NOR gate
    a. Logic Diagram
    b. Truth Table
    c. Boolean Expression

5. EXCLUSIVE-OR
    a. Truth Table
    b. Boolean Expression
    c. Logic Diagram

B. Flip-Flops

1. RS Flip-Flop
    a. NAND
    b. NOR

2. Clocked RS Flip-Flop

3. D. Flip-Flop

4. JK Flip-Flop

5. Master/Slave JK Flip-Flop

VIII. ANALOG CIRCUITS

A. Characteristics OF Operational Amplifiers

1. Gain
2. Output Resistance
3. Input Resistance
4. Band Width
5. Schematic

B. Basic Operational Amplifier Circuits

1. Voltage Follower
    a. Schematic
    b. Operation

2. Noninverting Amplifier
    a. Schematic
    b. Operation

3. Inverting Amplifier
    a. Schematic
    b. Operation

4. Comparater
    a. Schematic
    b. Operation

C. Negative Feedback

1. Effect on gain
2. Effect on output resistance
3. Effect on input resistance

IX. SUMMARY

This lesson presented a review of basic digital and analog circuits in order to prepare the electronic specialist for further work in the area. The electronic specialist will need to review such material periodically to ensure optimum operating efficiency of mental processes while trouble-shooting.

SALAD BAR

SALAD BAR MANAGEMENT

I. LESSON TITLE

Salad Bar Management

II. INSTRUCTIONAL OBJECTIVES

At the conclusion of this lesson, the participant should be able to:

A. Manage a salad bar profitably by

1. Proper ordering.

2. Employee training.

3. Controlling costs.

B. Present a salad bar effectively by

1. Choice of condiments.

2. Proper prescribed arrangement.

3. Keeping proper sanitation.

4. Proper maintenance at all times.

III. SUCCESSFUL PROGRAM BEGINS WITH

A. Knowing the competition.

1. Visit restaurants in the immediate market area. Observe the types and number of ingredients and style of containers.

2. Pricing strategy variations include

a. One time through.

b. All you can eat.

c. Sizes available (small-large).

3. Merchandising techniques

    a. Decoration-garnish.

    b. Location of salad should be visible from order counter.

    c. Point of purchase or local advertising.

B. Guest preferences (local-regional).

1. Different types of condiments are indigenous to the area; i.e., jalepeno peppers in Texas.

2. Track usage of items so these preferences can aid in planning.

C. Appearance and maintenance of containers and utensils.

IV. FRESH PRODUCTS ARE VERY IMPORTANT

A. Lettuce is the most important item on the salad bar. It must be

1. Cold,

2. Crisp, and

3. Fresh.

B. Condiments should also be fresh, clean and attractively displayed.

1. When choosing optional condiments, keep in mind

    a. Cost (seasonal fluctuations).

    b. Eye appeal (fresh as opposed to canned or frozen).

    c. Variety (alternate greens, whites and reds).

    d. Shelf life.

2. Condiments should be prepared daily to

    a. Reduce waste.

    b. Increase eye appeal.

3. Dressings should be prepared as needed and to the recipe.

V. PROPER DISPLAY

A. The container and serving utensils affect the overall appearance of the salad bar.

1. The salad bowl should be chilled before adding lettuce mix.

2. Chipped or cracked crocks are not to be used.

3. Tongs, spoons and ladles are to be appropriate for the condiment.

B. The placement and flow should be informal but prescribed from one end to the other.

C. Consider eye appeal.

1. Color of condiments.

2. Texture of condiments.

D. Ice upkeep.

1. It is not necessary to salt the salad bar. Sleeves provided will hold the ice in place. Salt accelerates melting.

2. Temperature of products should never be above 45°F. Always keep the ice level high.

VI. MONITOR THE SALAD BAR AT ALL TIMES

A. Maintenance is the key to success.

B. Assign an employee the responsibility of caring for the salad bar each shift.

1. Check the salad bar and give feedback.

2. At peak periods it is a full time job.

3. Restock as needed and prior to rushes.

C. All employees should know the procedure for keeping the salad bar fresh and attractive.

VII. EFFECTIVE MANAGEMENT

A. Training of employees is an ongoing process. Proper training will reduce waste, save dollars, improve maintenance, and increase sales.

B. Controlling of costs can be accomplished by:

1. Inventory 3-4 times per week.

2. Sales Mix - replace slow movers.

SUMMARY

An attractive and properly maintained salad bar will sell itself. Place in a visible location from the order counter. Always consider guest preferences, the freshness of the products, proper display and continual maintenance of the salad bar. Refer to Procedure #11031 for ShowBiz Pizza Place's salad bar layout.

SHOWBIZ PIZZA PLACE COLLEGE

DOCUMENTOR REGISTER PROCEDURES

I. LESSON TITLE

The Documentor Register System

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, management will:

A. Understand and demonstrate ability to complete and train hourly employees on order entries and sales transactions.

B. List and understand the fifteen report functions provided by this system.

C. Demonstrate efficiency in using each of these fifteen reports.

D. Understand the purpose and use of the disk system.

E. Demonstrate ability to reload the program if lost.

F. List and understand the seven functions of the Manager's Terminal.

G. Demonstrate the use of the Manager's Terminal.

H. Describe in detail the opening procedures.

I. Demonstrate competency in the opening procedures.

J. Describe in detail the closing procedures.

K. Demonstrate competency in the closing procedures.

L. Understand and complete change functions on the Documentor System.

M. List the functions which should be duplicated and a copy placed in the safe.

N. Become familiar with the error codes which may appear on the display.

O. Demonstrate the ability to troubleshoot the system.

III. REFERENCES

A. Confidential Operations Manual.
Procedures #2001, 6503, 6504, 10500, 10511, 10512, 10513, 10514, 10515, 10516, 10517, 10518, 10519.

B. Documentor Manual.

IV. ORDER ENTRY AND SALES TRANSACTIONS

A. The management personnel will be responsible for training hourly employees on use of the Documentor Register System. Therefore, management personnel must understand and be able to use the system proficiently. Procedure #10516 details steps to be followed. Thorough study of this procedure is essential.

B. The cash drawer will need to be set up daily and monitored continuously. Procedure #10500 for set up policy and other pertinent transaction information.

C. Each cashier is responsible for the cash drawer assigned to him/her. Every cashier is to be tracked for overages and shortages. The cashier is to be removed from the register if he/she is over or short $10 in one day or in any seven day period unless the variance is resolved to the manager's satisfaction. (Refer to Procedures #6503 & 6504.)

D. MASTERY EXERCISE

Below are orders. Write the key strokes required to complete the order process.

1. Large pizza with pepperoni, sausage, and olives, large tea, large Mountain Dew, roast beef sandwich, large Diet Pepsi, add extra cheese to the pizza. Guest pays with $20.

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2. Four large pepperoni pizzas with mushrooms on two, pitcher of Pepsi. Guest pays with $50.

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3. Hot tea, hot dog, ice cream cone, 3 roast beef sandwiches, coffee, large Diet Pepsi. Guest pays with $10.

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4. Large pizza - half combo/half sausage & mushrooms, small ice tea, pitcher lite beer. Guest pays with $20.

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5. Birthday Party for 8 people, one of the pizzas is to include pepperoni, and 2 pitchers Pepsi. Host pays with Visa.

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6. Pitcher Pepsi, 2 hot fudge sundaes, 2 ice cream cones, large combo pizza without onions, 2 small beef pizzas, 3 small ice teas. Guest pays with 2-$20 bills.

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V. SYSTEM FUNCTIONS

A. The Documentor System will aid in daily management of the restaurant by providing the 15 reports listed below:

1M	Revenues Report	9M	Raw Product Table
2M	Item Sales Report	10M	Recipe Table
3M	Station Report	11M	Tax Table Report
4M	Hourly Sales Report	12M	Active Employee Report
5M	Inventory Report	13M	Employee Total Hours/ Period
6M	Miscellaneous Report		
7M	Labor Report	14M	Price Look Up Report
8M	Price/Class Report	15M	Category Report

B. Study Procedure #10517 which discusses specifics for each of the above.

C. MASTERY EXERCISE

Briefly explain the purpose of each report or how it is used in the operation.

1. Revenue Report (1M) ______________________________

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2. Item Sales Report (2M) ______________________________

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3. Station Report (3M) ______________________________

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4. Hourly Sales Report (4M) ______________________________

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5. Inventory Report (5M)________________________________

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6. Miscellaneous Report (6M)________________________________

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7. Labor Report (7M)________________________________

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8. Price/Class Report (8M)________________________________

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9. Raw Product Table (9M)________________________________

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10. Recipe Table (10M)________________________________

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11. Tax Table Report (11M)________________________________

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12. Active Employee Report (12M)________________________________

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13. Employee Total Hours/Period (13M)________________________________

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14. Price Look Up Report (14M)________________________________

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15. Category Report (15M)________________________________

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VI. DISK SYSTEM

The Documentor System comes with a disk drive. This disk serves as an electronic filing system for records and reports necessary for restaurant operation. The disk system also enables the manager to reload the

register program in cases of memory loss or system failure. Procedure #10511 provides details for reloading. Note that it is suggested to try a Non-destructive or "Soft" load before a Destructive or "Hard" load.

VII. MANAGER'S TERMINAL

A. The Manager's Terminal has seven functions. These are:

1. Function 1 - Change Password. (Seldom used)
2. Function 2 - Change Code Word. (Seldom used)
3. Function 3 - Station Report.
4. Function 4 - Hourly Report.
5. Function 5 - Blank Inventory Form.
6. Function 6 - Inventory Product Information.
7. Function 7 - Inventory Report.

VIII. REGISTER OPENING PROCEDURES

A. The register system tele-communicates with the accounting computer each day before 9:00 A.M. The system must be cleared before it will operate.

B. The procedure to follow is discussed in Procedure #10515. Basically this involves:

1. Review inventory recap (Function 7).
2. Run a blank inventory worksheet (Function 5).
3. Run a 91M on register.
4. If the tele-communication record prints NONE, run a 93M.
5. Unlock each station as cashier is ready for shift.
   a. Odd stations are day drawers.
   b. Even stations are night drawers.

IX. CLOSING PROCEDURES

A. The register system provides daily reports used for accounting and control purposes. This information is tele-communicated to the accounting firm daily. The closing procedures must be followed to insure correct transmittal.

B. Carefully study Procedure #10514 for details on the closing procedures.

X. ERROR CODES

A. The Documentor System has a series of error codes which will be displayed in case of error.

B. Read Procedure #10518 which discusses this and lists the error codes.

XI. CHANGE FUNCTIONS

A. The Documentor has a series of change functions which are operated by the Manager's Key. The changes will be either serial or selective. The entries will be either additive or replacive.

1. Changes

a. Serial changes are ones in which a series of entries in memory are updated. An example would be the Miscellaneous Entries (44M).

b. Selective changes are ones in which only one item is updated. Non-Pizza Price Changes (55M) is an example of a selective change.

2. Entries

a. Replacive entries are ones which take the place of a previous entry. Changing the time (42M) is a replacive entry.

b. Additive entries are ones in which new information is being added to the memory. Raw Product Receipts and Returns (47M) and Raw Product Waste (48M) are examples of additive entries.

B. Procedure #10519 details all the various change functions and steps in completing each.

C. MASTERY EXERCISES

List the change functions which will be used daily and briefly explain the purpose of these.

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XII. RETAIN COPIES

The following functions should be run and a copy placed in the safe. This will aid in the cases of an "unexpected" management change or a full destruct load.

A. 8M - Price/Class Report

B. 10M - Recipe

C. 11M - Tax Table

XIII. MALFUNCTIONS

A. The management staff must be prepared to continue operations if the Documentor System fails.

B. An expeditor pad will be used for order taking. Carefully read Procedure #2001 for details.

C. If the register tele-communication fails, management must run a second closing report and relay the necessary information to the accounting firm when they call. This second run is to be mailed to the accounting firm with the other weekly reports. (See Procedure #10512)

XIV. TROUBLESHOOTING

To check for a program loss, press the "Feed" button. If no paper feeds, the program is down. In this case, first try a Non-Destructive load. If this does not work, try a Destructive Load. (See Procedure #10511) If this does not restore the program, unplug the master register and the disk drive unit for 30 seconds, plug in, hit "CAN, CAN," and again try to load the program. If the system is still not operative, call the service representative.

XV. EXERCISES

Complete the Documentor Register Exercise and turn in to Instructor.

SUMMARY

The Documentor Register System serves many purposes in the restaurant. It records all orders, functions as a cash register, provides numerous reports to aid in daily management activities, and supplies information to the accounting firm. The management staff must be skilled in using the entire system. Any areas that are unclear should be discussed with the Instructor. Practice all areas of the system until proficiency is achieved.

DOCUMENTOR KEYBOARD

LARGE		HALF	CHEESE	PEPPER-ONI	BD COLA	PITCHER COLA	LG COLA	SM COLA	DISC	ALT TAX	DEL	COUPON PIZZA	SOUVNR
MEDIUM		HOLD	BEEF	SAUSAGE	BD LEMON LIME	PITCHER LEMON LIME	LG LEMON LIME	SM LEMON LIME	IN/OUT	M	COUPON OTHER	COUPON BEV	PERSNL 3
SMALL		COMBO	MUSH-ROOM	HAM	BD FLVR COLA	PITCHER FLVR COLA	LG FLVR COLA	SM FLVR COLA	7	8	9	COUPON SALAD	CANDY 4
BIRTHDAY PIZZA		VEG. DELIGHT	OLIVE	ONION	BD DIET	PITCHER DIET	LG DIET	SM DIET	4	5	6	COUPON SAND	POPCORN COTTON CANDY 5
MINI		ROYAL	ALMOND	CORN	MILK	PITCHER ICE TEA	LG ICE TEA	SM ICE TEA	1	2	3	GAME INCOME	
MINI W/ SALAD		ALOHA	TOMATO	BELL PEPPER	SANKA	PITCHER MILLER	MUG MILLER	GLASS WINE	0		AMT TEND	PLU A	PLU B
LRG SALAD	SM SALAD	ICE CREAM	HOT FUDGE SUND.	PINE-APPLE	HOT TEA	PITCHER LITE	MUG LITE	HALF PITCHER WINE	TOTAL	CAN	TOTAL	GLASS PRICE	PROMO
ROAST BEEF	HOT DOG	BTR SCTH SUND	STRAW-BERRY SUND.	NO DRINK	COFFEE	PITCHER LOWENB.	MUG LOWENB.	FULL PITCHER WINE	1	FEED	2	EMP SOFT DRINK	B'DAY #

A. M. DOCUMENTOR

MANAGEMENT REPORTS AT REGISTERS

1M - Revenue (Classes 1-20)
2M - Item Sales
3M - Station Report*
4M - Hourly Sale*
5M - Inventory*
6M - Miscellaneous
7M - Labor

(1M–7M: 91M Closing Report)

8M - Price/Class
9M - Raw Product Information
10M - Recipe
11M - Tax Table
12M - Active Employees
13M - Employee Total Hours (Daily and Period)
14M - Price Look Up Report
15M - Category Report

MANAGER TERMINAL FUNCTIONS

1 - Change Password
2 - Change Code
3 - Station Report
4 - Hourly Sales
5 - Blank Inventory Worksheet
6 - Inventory Entries*
7 - Inventory Report

MANAGEMENT CHANGE FUNCTIONS

40M - Station Lock - Unlock
41M - Date
42M - Time
43M - Restaurant Number
44M - Miscellaneous Entries*
45M - Finished Waste
46M - Smorg Production
47M - Raw Product Receipts & Returns*
48M - Raw Product Waste*
49M - Physical Closing Inventory*
50M - Adjust Timekeeping
51M - Discount 1
52M - Discount 2
53M - Discount 3
54M - Discount 4
55M - Non-pizza price change
56M - Pizza price change
58M - Class Assignment
59M - Non-Print Item Flags
61M - Item Mnemonics
62M - Miscellaneous Entry Mnemonics
63M - System Options
65M - Tax Table
66M - Tax Flags
67M - Raw Products Mnemonics
68M - Raw Products Conversion Factors
69M - Raw Products Revenue Factors
70M - Main Recipe
71M - Sub Recipes
72M - Sub Recipes
73M - Sub Recipes
74M - Sub Recipes
75M - Sub Recipes
76M - Sub Recipes
77M - Sub Recipes
78M - Sub Recipes
81M - Token Table
82M - Look Up Price
84M - Audit Trail
85M - Unit Category
86M - Look Up Class
87M - KP Assignment
92M - Opening - Clear
93M - Opening - Clear if Tel-Com Failed
94M - Pay Period Clear
95M - Usage & Waste Clear

PLAY ROOM MANAGEMENT

I. LESSON TITLE

Play Room Management

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, restaurant management will understand and be able to discuss:

A. Game types and placement.

B. Play room security.

C. Play room sanitation.

D. Responsibilities of the Electronics Specialist.

E. Equipment Maintenance.

F. Token and cash control.

G. Game collection.

H. The Game Analysis Report.

III. REFERENCES

Confidential Operations Manual.

IV. GAME TYPE AND PLACEMENT

A. ShowBiz offers our guests 6 different types of games.

1. Skeeball -- A bowling game of skill, which the player receives ticket for high scores.

NOTE: Some local laws prohibit dispensing of tickets.

2. Videos -- Another game of skill played through a television monitor and a small computer which players receive additional time for high scores.

3. Cocktails -- Same as videos but playable in a sitting position.

4. Arcade -- Electro-mechanical games such as Whac-a-Demon with reward.

5. Kiddie - Rides for the little people.

6. Vendors -- Machines which despense a prize for a token, i.e. the balloon machine and Chucklin' Chicken.

NOTE: Pinballs' are games of skill in which players receive added balls or free games for high scores. Pinballs are no longer in ShowBiz Pizza Place's concept. The older restaurants may have a few but they will not be ordered for new restaurants.

B. Game placement has as many theories as games. At ShowBiz, we follow:

1. Over 50% of the machines in the entrance should be new, up-to-date models.

    a. Guests who are arcade patrons will search out hot games.

    b. New games complement the overall look.

2. Like games should be grouped in pairs at minimum.

3. Traffic flow must be considered.

    a. Placement along room walls.

    b. Allow plenty of aisle space. Physically play positions.

4. Multiple player games should be given extra room for additional players or observers.

V. PLAY ROOM SECURITY

A. The inherent nature of a game room invites vandalism, attempted robberies, violent behavior, abusive language, etc.

B. Enforce the 18-year-old rule.

C. Skeeball is the most frequently abused game.

Watch for guests:

1. Walking up the alleys.

2. Rolling or throwing balls up another alley.

D. Observe guest conduct in the Magic Cave and the Hide-A-Way.

E. Monitor bill changers.

VI. PLAY ROOM CLEANLINESS IS A NEVER ENDING TASK

A. Enforce the no eating/drinking policies.

B. Games are to be cleaned throughout the day.

C. The floor is to be vacuumed daily and swept as needed.

D. Cigarette urns should be placed at all entrances and throughout the room.

E. Trash cans should be located at each entrance.

F. All spills are to be cleaned immediately.

VII. GAME MAINTENANCE

A. Coin jams are the most frequent maintenance problem.

1. Open front door of machine.

2. Check coin machine for blockage.

3. Test coin machine with a red (test) token.

a. Read Procedure #15007 for information on obtaining test tokens.

B. Check "start" button. Some guests do not know how to play the machines.

C. Check the plug and the "on-off" switches.

D. If unable to activate a machine, follow these steps for refund:

1. Take guest to another machine of his/her choice and activate with a test token.

2. Place out of order sticker on coin slot.

3. Log problem on down game report or notify restaurant Electronic Specialist.

E. Preventative maintenance is very important when working with machines. Preventative maintenance starts with good cleaning procedures. (See PROCEDURE #15008.)

1. Video games are to be cleaned every eight weeks by doing one group per week.

a. Clean protective glass.

b. Clean monitors.

c. Dust background.

d. Clean mirrors.

e. Clean cabinet.

2. Skeeballs are to be cleaned every 4 or 5 weeks with two done each week.

a. Clean the green lane and incline score areas with the detergent solution and a Scotch Brite pad.

NOTE: The information on the pinballs is for reference only. As noted earlier, they will not be ordered for new restaurants.

3. Pins are to be cleaned every other week in groups of two or three.

a. Clean play field, shooter tip, land and ball.

b. Clean pin rubbers.

c. Replace burned out bulbs.

d. Clean play field plastic and glass top (both sides).

4. Kiddie rides are to be cleaned daily.

F. Functions of the Electronic Specialist:

1. Responsible for maintaining animation, games, kitchen, and miscellaneous equipment in first-class condition.

2. The animation has number one priority.

   a. It is to be fixed as soon as possible.

   b. The Electronic Specialist is to deal directly with the District Electronic Specialist. Notify the District Electronic Specialist when a problem occurs and when it is corrected. It is the District Electronic Specialist's responsibility to inform the Regional Electronic Specialist who in turn contacts the Director of Electronics.

3. Games have number two priority.

   a. There is never to be <u>more</u> than four games down at one time. Immediately notify the District Electronic Specialist should this situation occur.

   b. If this situation exists, all days off are cancelled until less than four games are down.

   c. A down game is not to be on the floor more than 2 hours.

4. Kitchen equipment has number three priority for the specialist.

5. Miscellaneous equipment, such as the PA-Background music system, meters, video pick-up system, etc., has number four priority.

VIII. TOKEN AND CASH CONTROL

A. The bill changer is the largest revenue generator in the game room.

1. Check the token supply before opening and before evening rushes.

2. Test dispenser accuracy and record the test.

3. Pick up the currency at closing and balance to bill changer reading sheet.

4. Input revenue into register nightly and deposit daily.

B. Coin pick up is to be done weekly or as needed.

1. Sunday night transfer meter reading from last week's sheet to this week's sheet.

2. Also set out coin bags and cart.

3. Monday morning, one person opens machines and records meter readings.

4. Another person unlocks coin boxes and transfers coins to labeled bags and relocks coin box in machine.

5. First person comes back around and double checks machine and locks front door.

6. Both then collect the bags and place on cart.

C. Coin counting and record keeping is to be completed no later than 2:00 P.M. Monday and mailed priority express to the Home Office.

1. Have one person sorting coins by game on the coin sorter.

2. Have one person counting the coins on the coin counter and calling the number to the third person who is recording them, or ---

3. Have the second person both count and record.

4. After completing the counting of all games, total game report.

5. Take a token inventory.

   a. Safe

   b. Registers

   c. Promos and tests

   d. Bill changer

   e. Collection report (games)

6. Complete weekly game summary.

7. Bag quarters.

8. Wrap register tokens, promos, and tests.

9. Complete deposit form.

10. Lock up tokens and coins.

IX. GAME ANALYSIS

A. Weekly a computer print out of the games revenue will be received. This provides total revenue per game, total revenue per category (skeeball, arcade, etc.), and the percent of total game revenue generated by each category.

B. Purposes of the report.

1. Recap the week's game activity.

2. Spot low revenue games so the problem can be checked.
   i.e. If two Pac-Man games stand side by side and one has a high revenue and the other low revenue, this should tell the Manager and Electronic Specialist to check for problems with the low game.

3. Spot low revenue games to help determine play room arrangement.

4. Aid in future determination of which games to eliminate from the restaurant. This will be based on low revenue generators, not problem games.

X. SPECIAL PROCEDURES

A. Safety Considerations

1. Kiddie Area.

2. Electrical connections, cords, and plugs.

3. Location of fire extinguisher.

4. Foosball.

5. Skeeball.

B. Kiddie stools

1. Proper use of

2. Proper storage of

C. Game Key Control

1. The outside game door should be all keyed alike.

2. The keys to the back of the cabinet are to be located inside the front door.

3. The inside cash box keys are to be kept in the safe.

D. Investigate local arcades.

1. Test their token in our machine, and ours in theirs.

2. Set-up exchange procedure.

SUMMARY

A properly maintained game room requires a great deal of time. Security, sanitation, and maintenance are on-going tasks which relate to the profitability of the room as much as the placement and types of games. The entire management staff must work together to achieve this goal.

BEVERAGE SERVICE

Sell Coca-Cola Trade-mark ®

PROPER PRESSURIZED SYRUP CONTAINER ROTATION

Before New Container is Added

CO-2 IN

REAR

#1

#2

#3

SYRUP OUT

FRONT

REMOVE THIS EMPTY CONTAINER

MOVE THIS CONTAINER TO REAR

MOVE THIS CONTAINER TO 2 CONTAINER POSITION AND REPLACE WITH NEW CONTAINER

After New Container is Added

CO-2 IN

REAR

#2

#3

NEW

SYRUP OUT

FRONT

"Always Connect New Container to Front"

Litho in U.S.A. Rev.-7-74 FSP-324

I. LESSON TITLE

Beverage Lesson

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, participants will better understand and/or know:

A. the beverage recipes and specifications.

B. the proper beverage filling.

C. the service sequence.

D. and be able to train employees.

III. REFERENCES

Confidential Operations Manual

IV. BEVERAGE PRODUCTS SERVED

A. Carbonated soft drinks are the largest sellers at ShowBiz Pizza Place.

1. K-way System manufactures the carbonated water and dispenses the soft drinks.

2. Syrup is perishable and must be rotated.

3. Shelf life is generally 90 days.

4. When changing tanks, be careful not to bounce, rock or drop them, as the fittings may become damaged.

5. Syrup tanks are to be hooked in a series of two on low volume products to four on high volume products.

NOTE: When changing tanks, always rinse the quick change couplings in warm water. This will dissolve any syrup build up in coupling.

6. Profits in soft drinks depend largely. on four factors:

    a. Serving Container: Regular size is 12 ounces, large size is 16 ounces, and the pitcher is 60 ounces.

    b. Ice: Regular size - small level scoop, large size - small heaping scoop, pitcher - large heaping scoop.

    c. Brix, or the soda to syrup ratio: all sugar based drinks are five parts soda to one part syrup, the diet drink is five and one-half parts soda to one part syrup.

        NOTE: Each restaurant is equipped with a brix cup and diffuser.

    d. Dispensing of product: is controlled by a timing mechanism. The setting must be checked weekly.

        NOTE: Refer to the Recipe section for proper portions per size.

B. Beer at ShowBiz comes in three types. Regular, Lite and dark.

1. The draft beer is dispensed via the K-way system.

2. Store draft beer under constant refrigeration to prevent spoilage.

    a. Draft beer must not warm above 45°F.

    b. If it does, it may cause dormant, inactive yeast to reactivate causing secondary fermentation. This fermentation will produce an off taste and smell as well as making it wild.

3. Shelf life of draft beer is 60 days. As a rule of thumb, do not accept any keg with less than 30 days remaining on its shelf life.

4. Profits in draft beer depend on several factors:

   a. Serving container: glass is 16 ounces, pitcher is 60 ounces.

   b. Head size: 3/4 inch on both containers. Foam is 25% beer.

   c. Proper Pouring: technique will require the foaming during dispensing. Open tap, quickly and smoothly. Allow beer to run down the side of the glass or pitcher. Straighten container when it is approximately half full. This will create a rolling action which will develop the required head of foam.

   NOTE: A half barrel of beer contains 1984 ounces or 141 glasses or 35 pitchers.

C. Wine is sold in two types; a red lambrusco and a white Chenin Blanc or Chablis.

1. Wine is held in and dispensed from wine casks located on the back beverage bar.

   NOTE: Some state liquor laws prohibit wine being dispensed from any container other than the manufacturers.

2. Store both wines under refrigeration before and after opening. If stored open, wine will pick up odors.

3. Shelf life unopened and in a cool dark place is one year.

   a. Red open has a shelf life of 5 days.

   b. White open has a shelf life of 7 days.

4. Serve wine by the glass, half carafe and full carafe.

   a. Fill glass to ½ inch of the rim.

   b. Half and full carafes to the line.

5. Nightly clean the wine casks with sanitizer and air dry. Do not hold wine in casks overnight.

D. Other beverages served at ShowBiz include coffee, decaffeinated coffee, hot and iced tea and milk.

1. Coffee is brewed fresh from the Bunn-O-Matic per the recipe procedure.

   a. Hold coffee at 180° for no longer than 30 minutes.

   b. Always remove the used ground and filter immediately after brewing to eliminate off odors.

   c. Refills are free.

2. Decaffeinated coffee is an instant type, which only requires hot water.

3. Hot tea is available in individual portioned bags.

4. Iced tea is brewed fresh from the Bunn-O-Matic.

   a. Brew a 3 gallon batch per the recipe daily.

   b. Discard any tea left over at day's end.

5. Milk is served in half pint containers.

   a. Check code dates and serve oldest date first.

   b. Store adequate supply in the refrigerator in the beverage area.

E. Soft serve ice cream is served in 3 sundae flavors, plain and cone.

1. The ice cream is made daily in the Taylormate machine.

2. Store the ice cream mix under refrigeration at all times.

3. Shelf life of the ice cream mix is on the container.

4. Serve the sundaes and cone as described in the Recipe and Job Aid section of the manual.

5. Hot sundae topping is to be held at 150° in a stainless steel insert, not the manufacturer's can.

V. SERVICE

Service sequence at the beverage area plays an important part in the guest's overall satisfaction.

A. All prepaid orders to be filled require a receipt. The beverage attendant validates the receipt with a stamp.

B. Guests should not have to wait at the Beverage area.

   1. During high volume periods the area should have two attendants.

   2. During low volume periods, the team leader responsible for the area can float in and out of the area as needed.

C. Beverage attendant is responsible for checking the I.D.'s of all individuals who appear underage and are drinking alcoholic beverages.

VI. CLEANING

Proper sanitation and cleaning in the Beverage area requires attention to detail. This is due to the yeast base products as well as the high protein products such as milk and ice cream.

A. Follow all job aids.

B. Use the proper cleaning compounds.

VII. SUMMARY

The Beverage Station provides drinks and desserts to complete the guest's meals at ShowBiz Pizza Place. The area is to be staffed and maintained according to standards. Recipes and specifications are to be followed. Cleaning and sanitation are important considerations and must be monitored continuously.

SPORTS ROOM

SPORTS ROOM

I. LESSON TITLE

Sports Room Management

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this topic, management will better understand:

A. The use of the sports room.

B. The programming policies.

C. The promotion of the room.

D. The big screen TV operation, P.M. and troubleshooting.

E. The proper cleaning of the room.

III. REFERENCES

A. Confidential Operations Manual

B. T.V. Manual

IV. SPORTS ROOM USE

A. Optional dining area for ShowBiz Pizza Place guests.

B. Provides another source of entertainment for our guests, that being sports television and lunch time soap operas.

C. In older restaurants, provides a place where our guests can eat, drink, and play games all at the same time.

Note: All new restaurants will have a smaller sports room with no video games. These games will be located on the balcony in the play room where the guests may eat and drink as well as play games.

V. POLICY ON PROGRAM SCHEDULING

A. Read Procedure #2005 for details.

B. Each restaurant is to receive a local TV Guide and local events are to be televised when possible.

C. There is to be a schedule posted for guests' information and this is to be updated daily.

Note: Remember all nationally televised events are to pre-empt the Sports Network.

MASTERY EXERCISE

Following on the next page is a Saturday television schedule. Write the schedule you would use and post.

____

____

____

____

____

____

11:00

2 - Weekend Special
"The Revenge of Red Chief"
4 - Daffy/Speedy - Cartoon
5 - Trollkins - Cartoon
11 - Cross-Country Ski School Instruction
9 - We're Movin' - Magazine
13 - Whizzo's Saturday Circus
41 - Bugs Bunny Hour
ESN - Sportscenter Plus

11:30

2 - American Bandstand
4 - Bullwinkle
5 - NFL Today
6 - Portraits in Pastel
11 - Victory Garden
27 - Cartoons

12:00

4 - Big Valley
5 - NFC Playoff -
Tampa vs. Dallas
6 - Quilting - Instruction
11 - Sesame Street
27 - One of a Kind
41 - I Dream of Jeanie
ESN - College Basketball
Duke at Louisville

12:30

2 - Wrestling
6 - New Voice - Teen Agers
9 - Movie - "Kings of the Sun"
27 - We're Movin' - Magazine
41 - Leave It To Beaver

1:00

4 - Country Top 20
6 - America Sings
11 - Ranch for Sun
19 - Mister Rogers
27 - Wild Kingdom
41 - Andy Griffith

1:30

2 - Rockford Files
9 - Movie - "Here Come the Co-eds"
11 - As We See It - Teen Agers
19 - Electric Company
27 - Nashville On The Road
41 - Beverly Hillbillies

2:00

6 - Sesame Street
11 - Gettin' To Know Me - Children
27 - That Nashville Music
41 - Lucy Show
ESN - Sportscenter Plus

2:30

9 - Movie "Hoppity Goes to Town"
11 - Soccer Made in Germany
27 - Hee Haw
41 - Dick Van Dyke
ESN - Skiing

3:00

4 - Shopsmith
5 - Movie "Starbird & Sweet William"
6 - Studio See - Children
41 - Six Million Dollar Man
19 - Once Upon a Classic
Skiing in progress

3:30

2 - 1981 Annual Racedrivers' Roast
27 - NFL '81
6 - Khan Du
11 - Matinee at the Bijou
ESN - NFL Game of the Week

4:00

2 - Big Rigs Rollin'
27 - AFC Playoff
6 - Nova
9 - Hawkins
13 - Bionic Woman
19 - Soccer Made in Germany
41 - Emergency
ESN - Sportscenter Plus

4:30

2 - Glen Campbell Show
ESN - Pro Karate

5:00

2 - On Target
5 - Wild Kingdom
6 - Matinee At The Bijou
9 - Little House on the Prairie
11 - Movie Sneak Previews
13 - Carter Country
41 - Kung Ku

5:30

2 - KQTV Year End News Review
5 - News
9 - MASH
11 - Dancing Princesses

6:00

2 - Hee Haw
5 - News
9 - Muppets
13 - Lawrence Welk
41 - Solid Gold
ESN - Sportscenter Plus

6:30

5 - Bugs Bunny & Friends
6 - Once Upon a Classic
9 - Omni
19 - Sneak Previews - Movie

7:00

2 - Open All Night
4 - Barbara Mandrell
5 - Bonnie Franklin Special
6 - Joy of Bach
9 - Solid Gold
11 - All Creatures Great & Small
19 - Skating Spectacular
41 - Movie - "Ballad of Josie"
ESN - College Basketball Iowa at S. Carolina

7:30

2 - Making a Living

8:00

2 - Love Boat
4 - Harper Valley
5 - Movie "Murder is Easy"

8:30

4 - Lewis & Clark
11 - American Birkebeiner

9:00

2 - Fantasy Island
4 - Television - Inside & Out
6 - Heath Brothers In Concert
19 - Ascent of Man
41 - That Nashville Music
ESN - Sugar Bowl Replay

9:30

41 - News

10:00

2, 4, 9, 27 - News

41 - Benny Hill

10:30

2 - Solid Gold
27 - Saturday Night Live
5 - Movie "Crime & Passion"
9 - Movie "Amsterdam Hill"
19 - John Callaway Interviews
41 - Movie "Face of Marble"

VI. PROMOTING THE SPORTS ROOM

A. ShowBiz Pizza Place policies relating to promotions limit the restaurant management.

1. No discounting food or beverages.

2. No reserving room or space.

B. Restaurant management can develop the sports room in a number of ways.

1. By sponsoring a local little league team and allowing them to meet in the sports room.

2. By promoting any local team for a meeting place on slow evening or weekday afternoons.

3. By promoting room for ladies' clubs or men's clubs.

4. By promoting the fact that the game of the week is being shown via the TV.

C. Maintaining the atmosphere.

1. The sound level for the TV is to be maintained at 76 db. See the TV SOUND LEVEL JOB SHEET attached for details.

2. The games in the sports room should be set at 70 db. See Sportsroom Game Sound Level Job Sheet attached for details.

3. The light level is to be low enough to allow a bright picture but high enough so guests can see to eat and play games. An exact standard is currently being developed.

D. Decorations.

The sports room is to be decorated with various sports items. Use local team decals, i.e., tee-shirts and pennants when possible.

VII. OPERATION, PREVENTATIVE MAINTENANCE, TROUBLESHOOTING

A. The big screen television is equipped with lenses which project the picture on the screen. The screen concentrates the light from the projection tubes back to the viewers.

B. Below is a diagram of the controls used for the TV. Note the similarity to a home TV except that the convergence and focus controls are outside and a test button is included. Definition - Convergence - the process of merging the colors so a sharp, crisp picture is obtained.

CONTROL PANEL DIAGRAM

CONVERGENCE & FOCUS CONTROLS
CHANNEL SELECTION
PICTURE CONTROLS
FINE TUNING

RED
HORIZ FOCUS VERT
BLUE
HORIZ FOCUS VERT
TEST VERT HOLD
HORIZ FOCUS GREEN VERT

1 2 3
4 5 6
7 8 9
0

COLOR TINT
BRIGHTNESS CONTRAST
NOVABEAM
KLOSS VIDEO CORPORATION CAMBRIDGE MASSACHUSETTS
POWER DETAIL

UP
DOWN FINE TUNE
MEMORY
AFT ON
OFF

C. Maintenance on the TV is minimal. See the attached TV Preventative Maintenance Job Sheet for instructions on weekly P.M. Also attached is the TV Test Pattern Job Sheet which provides information for obtaining a sharper picture.

D. The electronic specialist will receive a service manual with the TV. This includes guidelines for troubleshooting the system. Refer to this manual when problems occur.

E. The controls for the TV are covered to prevent adjustments by unauthorized persons. Only the restaurant manager and electronic specialists are to make adjustments. The ropes around the projection and screen are to remain in place at all times. The screen's finish does not allow fingerprints to be removed easily.

VIII. CLEANLINESS/MAINTENANCE

A. The sports room is to be maintained in a clean, uncluttered fashion. Tables are to be bussed as soon as guests finish.

B. Tables and cocktail games are to be arranged so the television is visable and there is adequate walking space.

C. Spills are to be wiped off the video games as soon as possible. The tops of the games are to be cleaned often to insure all food is removed and a clean playing surface is available.

D. Daily - all chairs, tables, and games are to be moved and the carpet thoroughly cleaned. Throughout the day, spills are to be wiped up and the carpet is to be spot cleaned as needed.

E. Weekly - one fourth of the tables and chairs are to be thoroughly cleaned, gum removed, and checked for damages.

F. Bi-Weekly - the shelf around the room and all sports equipment are to be dusted.

SUMMARY

The sports room provides ShowBiz Pizza Place guests another entertainment feature and it requires a minimum of labor to operate. The area must meet or exceed Company standards for cleanliness and safety. It is important that all equipment be maintained and cleaned properly.

TV SOUND LEVEL JOB SHEET

OBJECTIVE

To provide the student with the practical experience necessary to perform sound level measurement on the projection television system.

INTRODUCTION

This job sheet provides the procedure for measuing the sound level of the projection television.

REFERENCE

None

MATERIALS

Sound Level Meter

PROCEDURE

1. Set the Dial on the Sound Level Meter to "Batt". Meter should indicate the battery is good.
2. Stand in center of the sports room.
3. Set Dial to 76.
4. Set Weighting to C.
5. Set Response to "Fast".
6. Meter should read -4.

SPORTS ROOM GAME SOUND LEVEL JOB SHEET

OBJECTIVE

To provide the student with the practical experience necessary to perform sound level measurement on games in the sports room.

INTRODUCTION

This job sheet provides the procedure for measuring the sound level for games in the sports room.

REFERENCE

None

MATERIALS

Sound Level Meter

PROCEDURE

1. Set Dial on Sound Level Meter to "Batt".
2. Set at Game.
3. Set Dial to 70.
4. Set Weighting to A.
5. Set Response to "Slow".
6. Loudest sounds should cause meter to read 0.

TV PREVENTATIVE MAINTENANCE JOB SHEET

OBJECTIVE

To provide the student with the practical experience necessary to perform preventative maintenance on the projection television.

INTRODUCTION

This job sheet contains preventative maintenance procedures to be followed for the projection television.

REFERENCE

Projection Television Manual

PROCEDURE

1. Check the floor alignment of the television and adjust as necessary.
2. Check the color and adjust as necessary.
3. Check the brightness and adjust as necessary.
4. Dust the screen with a cloth.
5. Clean the color gun lenses with a cloth.

TV TEST PATTERN JOB SHEET

OBJECTIVE

To provide the student with the practical experience necessary to make minor adjustments to provide convergence on the projection television.

INTRODUCTION

This job sheet provides the procedures for performing minor adjustments on the projection television to obtain a sharp picture.

REFERENCE

Projection Television Manual

MATERIALS

Flat Head Screwdriver

PROCEDURE

1. Power up the projection television.
2. Depress the "Test" button and hold it. A small cross will be found in the center of the picture or a fishnet pattern will cover the entire screen.
3. If the cross or fishnet is composed of entirely white lines with no shades of color showing, do not adjust anything. Otherwise, go to Step 4.
4. Adjust the horizontal and vertical controls for red, blue, and green until the cross or fishnet consists of perfectly white lines with no shades of color.

SHOWBIZ PIZZA PLACE COLLEGE

ELECTRONICS DEPARTMENT ADMINISTRATION

I. LESSON TITLE

Electronic Department Administration

II. INSTRUCTIONAL OBJECTIVES

At the conclusion of this lesson, participants should

A. Be aware of the proper procedure for completing forms and reports required by the Electronics Department.

B. Be able to maintain an inventory control program for electronics parts, tools, and equipment.

C. Be able to implement proper ordering procedures for electronic parts, tools, and equipment.

III. REFERENCE

ShowBiz Pizza Place COM Manual

IV. INTRODUCTION TO ELECTRONIC DEPARTMENT ADMINISTRATION

The management of a ShowBiz Pizza Place restaurant is an enormous undertaking and requires a team effort. An important component of this team is the electronics department. This department must maintain a high degree of efficiency to complement the overall management effort. This efficiency can only be achieved by dedication and continuous attention to proper management procedures within the electronics department. This lesson provides an outline of those proper management procedures.

V. FORMS AND REPORTS

A. Electronic/Parts Material Requisition

B. Service Call Record

C. Equipment Failure Chart

D. Animation Function Check

E. Inventory Control Sheets

VI. MONTHLY INVENTORY CONTROL

A. Parts - See Procedure numbers 16510.01 and 16003.01

B. Tools - See Procedure #16510.01

C. Equipment - See Procedure #16510.01

VII. ORDERING PROCEDURES

A. Parts

B. Tools

C. Equipment

VIII. CHAIN OF COMMAND

A. Relationships on the restaurant level

B. Relationships on the district level

C. Relationships on the regional level

SUMMARY

The electronic specialist is responsible for maintaining all electronic and technical equipment in the restaurant. To do an effective job the electronic specialist will need to apply the foregoing procedures in a concerted effort toward efficient management. It is necessary for all management personnel in the restaurant to be aware of these procedures and to work as a team in their implementation. Success in this effort will contribute to the success of the restaurant.

CASH CONTROLS

I. LESSON TITLE

Cash Controls.

II. INSTRUCTIONAL OBJECTIVES

At the completion of this lesson, participants will be able to understand and knowledgeably discuss:

A. The importance of cash controls.

B. The proper methods to obtain accountability for cash and tokens.

C. The safeguards to insure the deposit and protection of all money.

III. REFERENCE

Confidential Operations Manual (COM)

IV. SAFE CONTROL LOG

A. Safe fund - $2,000

1. 8 - $100.00/register drawers

2. $1,200.00 - change fund (5's, 1's, rolled coins)

B. Deposits on hand

C. Safe keys

1. Game keys

2. Bill changer keys

3. Drop box keys

4. Night drop keys

5. Other operational keys

D. Safe audits

1. With audit and signature, one accepts responsibility.

2. Audits performed 4 times

    a. Open

    b. End of day shift

    c. Start of evening shift

    d. Close

E. Safe Control Log

1. Kept on weekly basis

2. Sent in weekly to MHMK

3. Written record of safe accountability

V. <u>REGISTER DRAWER</u>

A. Bank is $100/drawer, which can be increased as needed.

1. Drawer set-up - organization

    a. Loose coin - right to left in ascending value of coin.

    b. Tokens - far left coin bin

    c. Bills - right to left in ascending value

    d. Wrapped coins - far left slot

    e. Charge slips and coupons - under insert tray

2. Drawer set-up - constitution (approximate)

	Item	Amount
a.	Loose coin and 1 back-up roll	$30.00
b.	Ones	45.00
c.	Fives	25.00
d.	Tokens (Gold - Cashier)	200
e.	Tokens (Red - Test)	80

3. Drawer check-in

   a. Manager counts during audit

   b. Cashier counts in manager's presence

   c. Manager verifies

   d. Amount entered on cashier balance form

   e. Cashier signs CBF at top verifying $100

VI. CASH HANDLING

A. Organized

1. All bills faced

2. Coins in proper slots

3. All money in register or drop safe

4. Register top and counter clear of debris

5. Excessive cash dropped

   a. During rush drop

      1) All bills over $20.00

      2) All but 2 - $20

      3) All but 2 - $10

      4) All but 15 - $5

      5) All but 75 - $1

   b. After rush drop

      1) All bills over $10.00

      2) All but 2 - $10

      3) All but 8 - $5

      4) All but 50 - $1

   c. Purchase necessary change before final drop

B. Complete each transaction individually

1. Follow service sequence

2. Stay alert

3. Narrate transaction

VII. MANAGEMENT APPROVAL ITEMS

A. Bills larger than $20

B. All personal checks

1. Manager assumes responsibility with approval

2. Cashier assumes responsibility without approval

3. Policy is none without manager approval

4. If approved, requires two I.D.'s

a. Valid driver's license

b. Current major credit card

C. Traveler's checks over $20

1. Always compare signatures

2. Require driver's license for I.D.

3. Accept only valid U.S. traveler's checks

D. Credit cards (floor limit usually $50.00)

1. Use imprinter

a. Validate transaction

b. Complete sales slip

c. Check date set

d. Check amount set

e. Check copies for complete account number

2. Compare signatures

3. Check expiration date

4. Complete transmittal at end of shift

5. Always initial

E. Tabs for large groups

F. Paid Outs

1. Always use petty cash voucher slip.

a. Verify date.

b. Verify amount.

c. Fill in item description.

d. Fill in proper account number.

e. Verify signatures.

f. Compare voucher to attached sales slip receipt.

G. Refunds

H. Deletes

1. Notify manager as soon as possible.

2. Initial tape.

VIII. TOKEN CONTROL

A. Gold tokens - cashier

1. Given with food orders only

a. 3 - large pizza

b. 2 - medium pizza

c. 1 - small or mini pizza

d. 1 with luncheon specials

e. 1 with salads and/or sandwiches

2. Sold only in bill changers - never at registers

a. Tracked by meter readings

b. Counted during game pull

3. No refunds for tokens without manager approval.

B. Red - test tokens

1. Checked out to merchandise register

2. Signed for as issued to game attendant

3. Counted for use during game pull

C. Silver - promo tokens

1. Management control

2. Counted during game pull

3. Issued to promote business

4. Issued to help customer dissatisfaction

IX. <u>ACCOUNTABILITY</u>

A. Cashier check-out

1. Remove drawer and cash to office.

2. Cashier counts drawer to $100 in lowest denomination of coins and bills.

3. Manager counts drawer to verify and makes out new CBF for drawer.

4. Cashier counts remaining cash.

5. Cashier totals check amounts.

6. Cashier stamps checks for deposit.

7. Cashier adds cash and checks together and enters amount on CBF under cash deposit.

8. Cashier makes out deposit slip in quadruplicate after manager verifies amount.

9. Cashier totals charges and makes out batch header and deposit slip in quadruplicate and manager verifies.

   Note: If bank will allow, combine charge and cash on one deposit slip.

10. Cashier adds charge purchases to cash deposit and enters amount under total deposit.

11. Cashier enters paid out total on petty cash voucher line. Manager verifies.

12. Cashier places 3 deposit slips in envelope and seals with tape. Cashier initials. Manager initials.

13. Manager gives cashier accountability from 3M report.

14. Cashier completes top half of CBF.

15. Cashier counts tokens. Manager verifies.

16. Cashier enters ending amount on CBF.

17. Cashier signs CBF. Manager signs CBF to verify accuracy.

18. Manager places deposit in safe until it is taken to bank.

19. The over/short is entered on cashier's log with reaction, if necessary.

20. Manager runs 2M to obtain token accountability for total day.

B. Verified deposit receipts

1. Matched against cash report.

2. Organized and filed.

3. Forwarded to MHMK.

C. Total deposit amount entered on 44M report.

D. Cash report, cash summary, and verified deposit slips should match 91M.

X. <u>SECURITY</u>

A. Deposits

1. 2 per day

a. Never after dark.

b. Previous night's are made between 9:00 and 10:00 A.M.

c. Day's deposits are made before evening.

B. Safe is always locked.

C. Office door is to be closed during accountability.

1. Cashier check-in and check out

2. Safe control

3. Bill changer pull

D. Alarm system accompanies safe.

SUMMARY

The manager is responsible for controlling all cash in the restaurant. To aid in this control, the cashiers' drawers are to be checked out to the cashier with the established bank and are verified by the cashier and manager at shift's end. The cashier makes out deposit slip and manager verifies. Security must be maintained at all times. Keys are to be carefully controlled, the safe is to be kept locked, and bank deposits are to be made at varying times.

INTRODUCTION TO COST CONTROL

I. LESSON TITLE

Introduction to Cost Controls

II. INSTRUCTIONAL OBJECTIVES

At the conclusion of this lesson, participants should be able to understand and knowledgeably discuss:

A. The importance of utilizing and maintaining accurate cost controls.

B. The objective of specific cost controls.

C. The importance of rigidity and consistency in cost control effectiveness.

III. REFERENCE

Confidential Operations Manual

IV. DEFINITION - COST CONTROLS

The ability to increase profit through efficient regulation of productivity, expenditure and security of assets.

A. Cost control effectiveness can be maintained only through diligent enforcement of all controls. Any control must be enforced consistently and rigidly. If not, the control becomes ineffective. i.e.--If a dependable cashier is over or short more than $10.00 over a 7 day period, they must be removed until the problem is identified and resolved to ensure consistency in enforcement.

B. Cost controls are often lost due to expediency (laziness).

1. If produce orders are not properly received, the management is inviting a problem.

2. If more than one person runs the same register, accountability is lost and theft is invited.

3. If inventories are completed from the office, the best indicator for food and beverage cost problems are lost.

4. If the management does not encourage and/or use scales in the making of pizzas, hourly employees will consider portions unimportant also.

C. Cost controls are only as effective as the management's concern.

1. Labor cost controls

   a. Guidelines are reasonable--25%/25.00 sales per man hour.

   b. Line schedules and weekly schedules are generally long-range planning tools.

   c. Daily position charts and floor plans offer immediate visibility of labor dispensement.

   d. Physical control of time cards offer direct and immediate reaction control of labor. Function 4 adds necessary sales information.

   e. Daily accounting offers actual feedback for use of guidelines for the day and week.

2. Food and Beverage Controls

   a. Ordering and receiving offer planning and evaluation of product.

   b. Storage and rotation offer methods to eliminate waste and quickly evaluate inventory.

   c. The guidelines are reasonable--27% of food and beverage sales.

   d. Scales and portion control charts provide effective tools for meeting guidelines and specifications.

e. Job aids help the manager in training the employees to correctly perform tasks.

f. The 5M (Inventory Report) offers immediate feedback to help in inventory control. It gives the beginning inventory, the usage of each trackable item, and what should be on the shelf.

g. Waste control sheets and the nightly inventory give immediate accountability of product controls and aid in meeting the guideline.

h. Functions 6 & 7 (Input Inventory and Results) assimilate inventory information into easily read feedback--both in raw data and in dollars and cents.

i. Order ticket generation helps maintain security to lessen theft and pilferage.

j. Security and levels of distributing keys--locking storage areas.

3. Merchandise Controls

a. guidelines are reasonable--50% of merchandise sales.

b. Merchandise control record offer feedback information of stock, proper pricing, and record of usage for proper ordering.

c. Skeeball Prize Redemption Sheets aid in evaluating inventory and usage for ordering as well as security for control of prizes.

d. The Price Look-up system helps the manager meet the guideline through correct pricing and automatic register procedures.

e. The 14M offers a detailed feedback of item number, class, and price of all merchandise items.

4. Other Controls

   a. Repair and maintenance offer manager control through maintaining proper quality, atmosphere and cleanliness.

   b. Paper goods, service wares, and cleaning supplies aid manager in QSAC.

   c. Job aids help manager control and train employees.

   d. 3M & 2M reports offer immediate accountability information of money, tokens, and the number of food items sold.

   e. Cashier check out system offers strict security of money and protection of deposits and tokens.

   f. Over/short policy offers direct method of controlling problems in cash handling.

   g. Token controls offer a method of accounting for the investment in tokens and the monetary value they represent.

<u>SUMMARY</u>

A. Cost controls are the freeways to profit.

B. Cost controls can only be effective if maintained with consistency and rigidity.

C. Controls are offered in many areas, but rely on each other for total effectiveness.

D. Cost controls are one of the few where a manager can perform to his abilities--independent of volume, location and other extraneous factors.

E. Effective cost control is a major portion of any manager's performance evaluation.

MASTERY EXERCISE #1

FUNCTION? 7 PASSWORD? CODE; 07/26/81 00:48 STORE 695INVLIST

INV ITEM	OPEN INV	INV USAGE	INV REC	PHYS CNT	WASTE	VAR- IANCE
01 MIXCRST	337.00	253.12	448.04	448.04	0.00 -	83.04
02 CHEESE	868.00	133.01	0.00	705.00	5.00 -	24.15
03 SUCE P	180.00	65.11	0.00	125.00	0.00	10.14
04 SUSGE	219.00	26.05	0.00	200.02	0.00	7.08
05 BEEF	178.08	25.04	0.00	154.00	0.00	0.12
06 PE RONI	254.09	14.13	0.00	240.00	0.00	0.05
07 HAM	68.08	3.07	0.00	61.00	0.00 -	4.01
08 MUSHRMS	105.09	10.13	0.00	95.14	0.00	0.02
09 OLIVE	145.08	7.09	0.00	140.00	0.00 -	0.07
10 PINEA	22.11	1.09	0.00	20.09	0.00 -	0.09
11 ALOND	5.00	0.07	0.00	11.00	0.00	2.07
12 PE PERS	79.00	6.14	0.00	54.00	10.00 -	8.02
13 ON ONS	113.00	6.13	0.00	108.02	0.00	1.15
14 MEATRB	98.08	6.12	0.00	97.00	2.00	7.04
15 MEAT HD	401.0	20.0	.0	384.0	.0	3.0
16 BUN RB	135.0	36.0	.0	92.0	.0 -	7.0
17 BUN HD	64.0	20.0	.0	44.0	.9	.0
18 PE PSI	71.0	8.1	.0	62.0	.0 -	.9
19 DIET	20.0	.6	.0	22.0	.0	2.6
20 M DEW	20.0	.9	.0	19.0	.0 -	.1
21 DR PE P	22.0	1.7	.0	17.0	.0 -	3.3
22 BEER RG	62.0	5.7	15.5	63.0	.0 -	8.8
23 BEER LT	47.5	6.3	.0	39.0	.0 -	1.7
24 LOWEN	56.0	4.5	.0	50.5	.0 -	1.0
25 WINE	.0	.3	.0	.0	.0	.0
26 MILK	61.0	10.0	48.0	97.0	.0 -	2.0
27 I CRM	11.00	3.06	7.08	11.10	0.00 -	3.08
28 LETT	58.00	0.00	0.00	8.12	0.00 -	49.04
29 CAKE	29.0	9.0	.0	28.0	.0	8.0
30 COF FE	31.10	1.11	0.00	0.00	0.00	0.00

Prices of 30 tracked items:

1.	.22/lb.	11.	2.56/lb.	21.	4.54 gal.
2.	1.64/lb.	12.	.43/lb.	22.	1.84 gal.
3.	.30/lb.	13.	.85/lb.	23.	1.84 gal.
4.	1.52/lb.	14.	2.49/lb.	24.	1.95 gal.
5.	1.63/lb.	15.	.16 ea.	25.	.98 gal.
6.	2.13/lb.	16.	.07 ea.	26.	.16 ea.
7.	2.06/lb.	17.	.05 ea.	27.	.31/lb.
8.	1.48/lb.	18.	4.07 gal.	28.	--------
9.	3.44/lb.	19.	4.29 gal.	29.	3.78 ea.
10.	.43/lb.	20.	3.85 gal.	30.	2.16/lb.

Food and Beverage Sales = $2809.73

From given information, please compute the following:

1. Ideal total theoretical usage cost in dollars and percent.

2. Actual total usage cost in dollars and percent through adjustment from computed variance total in dollars.

MERCHANDISE

I. LESSON TITLE

Merchandise

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, management personnel will:

A. Have an understanding of the origination of merchandise at ShowBiz Pizza Place.

B. Know approval policy for merchandise offered.

C. Understand the goals for merchandise sale at ShowBiz Pizza Place.

D. Be able to discuss principles of merchandising.

E. Be able to list items offered for sale.

F. Be able to describe in detail:

1. The service sequence for merchandise.
2. The opening procedures.
3. The procedures to follow during the shift.
4. The closing procedures.
5. The operation and cleaning of the cotton candy machine.
6. The procedure for skee ball ticket redemption.

G. Become familiar with use and completion of:

1. The Merchandise Control Record (SPP-46)
2. The Merchandise Inventory Form (SPP-15)

H. Be able to discuss entire inventory procedure.

I. Be able to discuss ordering procedure.

J. Be able to describe activities involved in receiving merchandise.

K. Understand accounting system and method of payment for merchandise.

L. Be able to correctly price all items carried by ShowBiz Pizza Place Gift Shop.

M. Be able to train and supervise store personnel to efficiently run the merchandise area.

III. REFERENCE

A. Restaurant Procedures Manual. Restaurant Procedures #4500-4504.

B. Order/Gift Job Aids Manual. Procedures #14004-14006 and #14501-14502.

IV. INTRODUCTION TO SHOWBIZ PIZZA PLACE MERCHANDISING

A. Origination of Gift Shop

The Gift Shop is an attempt to round out the guest's experience at ShowBiz Pizza Place. Items that are identified with ShowBiz are offered for sale. Also, this provides a place to redeem skee ball tickets for prizes.

B. Approval of Merchandise

All merchandise for sale must be approved by the Home Office.

C. Goals of ShowBiz Pizza Place Merchandise Sale

1. Increase restaurant revenue from 0 to 5% additional sales with a cost factor of approximately 50%.

2. Complete the concept of:

   a. Entertainment
   b. Games
   c. Food and beverage
   d. Souveniers

D. Principles of ShowBiz Pizza Place Merchandising

1. Pilferage can become a problem in this situation. Refer to Procedure #3509 for suggestions in reducing this problem.

2. Impulse purchases will dominate. Guests enjoy atmosphere at ShowBiz Pizza Place and want a souvenier. Children often initiate sales.

3. Future goals are for all merchandise to carry the ShowBiz Pizza Place logo. This makes ShowBiz the only place this product can be purchased and it serves as advertisement outside of the restaurant.

4. Low cost items are the best sellers.

5. For success the area must be:

   a. Well organized
   b. Fully stocked
   c. Clean
   d. Well marked

6. The following items will be offered:

   a. Souveniers
   b. Personal gifts
   c. Candies
   d. Cotton candy
   e. Skee ball prizes

   Note: Popcorn is not a requirement and is found in few restaurants. If it is available, display bagged popcorn along with cotton candy.

7. Display best selling items toward back and impulse items up front in full view.

8. MASTERY EXERCISES

   Listed below are several items found in the gift shop. Explain ways these could be displayed considering the above principles.

   Character mugs, character tee-shirts, Billy Bob Doll, jewelry, skee ball prizes, ShowBiz hats.

   ____

   ____

   ____

   ____

   ____

   ____

   ____

   ____

   ____

   ____

V. OPERATION OF AREA

A. Opening, Shift, and Closing Procedures. See Procedure #14004 and related job aids referenced there.

B. Operation and cleaning of cotton candy equipment. See Procedure #14006 for details.

C. Skee Ball prize procedures. See Procedure #14502 for details.

D. Inventory

1. Weekly - Merchandise Control Record (SPP-46).

a. This form is organized by supplier and provides the following information:

1) Name and address of supplier
2) Description of item where applicable
3) Cost per item
4) Retail price
5) Standard pack
6) Revenue class and price look-up number

b. This form is completed every Sunday by the manager on duty. It remains within the restaurant to be used for tracking sales of items and determining re-order needs.

c. Make certain any merchandise ordered is noted here for future use.

d. MASTERY EXERCISE

On the next page is a sample Merchandise Control Record. Complete the entries using the data below.

ITEM	Initial Order (Received)	INVENTORY Week 1	Week 2	Week 3	Week 4
Mitzi Tankard	600	566	521	475	423
Billy Bob Tankard	600	523	481	452	435
Mitzi Tumbler (8½ oz.)	288	280	269	258	241
Billy Bob Tumbler (8½ oz.)	288	278	255	251	243
Mitzi Mug (9½ oz.)	288	282	276	270	268
Billy Bob Mug (9½ oz.)	288	262	251	246	231

SHOWBIZ PIZZA PLACE

MERCHANDISE CONTROL RECORD

CODE: SPP-46

VENDOR HOUZE GLASS	TERMS
VENDOR CONTACT JoAnn Creel PHONE	DISCOUNT
ADDRESS Drawer 307	F.O.B.
Point Marion, Pa. 15474	FRT. ALLOW
	VIA

STORE NAME/#:

ADDRESS:

NOTES:

OUR STOCK NUMBER / VENDOR STOCK NUMBER	ITEMS	STANDARD PACK	DATE ORDER	DATE INVENTORY / USAGE	DATE ORDER	DATE INVENTORY / USAGE	DATE ORDER	DATE INVENTORY / USAGE	DATE ORDER	DATE INVENTORY / USAGE	DATE ORDER	DATE INVENTORY / USAGE	DATE ORDER	DATE INVENTORY / USAGE
15A38 / 80-7108B	1 Tankard - Mitzi A Cost per each 1.24 B Selling each 2.99	600												
15A39 / 80-7109B	2 Tankard - Billy Bob A Cost per each 1.24 B Selling each 2.99	600												
15A40 / 80-708	3 8½ oz Tumbler Mitzi A Cost per each .83 B Selling each 1.99	288												
15A41 / 80-709	4 8½ oz Tumbler Billy Bob A Cost per each .83 B Selling each 1.99	288												
15A42 / 80-7108A	5 9½ oz Mug - Mitzi A Cost per each 1.02 B Selling each 2.29	288												
15A43 / 80-7109A	6 9½ oz Mug - Billy Bob A Cost per each 1.02 B Selling each 2.29	288												
	7 A. Cost per each B Selling each													
	8 A Cost per each B Selling each													
	9 A Cost per each B Selling each													
	10 A Cost per each B Selling each													

2. Monthly - Merchandise Inventory Form (SPP-15)

   a. This form comes pre-printed from the Merchandise Control Office. Make copies locally for future use.

   b. Forward to the controller's office with other period inventories.

   c. Does not include skee ball prizes or birthday party supplies.

E. Ordering

Refer to Procedure #4504 for specifics on ordering.

F. Receiving

Refer to Procedure #4502 for correct receiving procedures and forwarding of paper work to the accounting firm.

G. Method of Payment

Restaurants are invoiced directly by the vendor. Invoices are coded to the proper account and sent through the proper channels for payment. Account #590 will be charged for ordered merchandise except for prizes. These are charged to #745.

H. Pricing Merchandise

1. MERCHANDISE MUST <u>NEVER</u> BE LEFT UNMARKED.

2. Procedures #4503 and #14501 provide information on pricing items. Please refer to these.

3. For reference, the labeler uses the code word "PATHFINDER" and is based as below:

P	A	T	H	F	I	N	D	E	R
1	2	3	4	5	6	7	8	9	0

4. The letter and number printed on the price tag are found on the Merchandise Control Record.

5. Examples of old and new pricing system.

Item: Disk Size Mirror
Cost: $1.50
Retail: $2.95

OLD	NEW
PFR 01 $2.95	A 23 $2.95

SUMMARY

A well operated merchandise center will:

1. Complete the guest visit by offering something unique.

2. Provide additional sales volume without increasing labor costs.

3. Raise average guest check.

4. Increase overall total sales.

INTERVIEWING, HIRING
ORIENTATION, & TERMINATION

I. LESSON TITLE

Interviewing, Hiring, Orientation, Termination

II. INSTRUCTIONAL OBJECTIVES

At the conclusion of this lesson, participants will be able to:

A. Utilize an established framework that provides some structure in the process of employee selection.

B. Demonstrate methods of developing a line of questioning which will produce the information necessary to determine if an applicant can and will do the job.

C. Plan and effectively follow through with orientation for new employees.

D. Exercise a general knowledge of fair employment practices and regulations governing employment.

III. REFERENCES

A. Fair-Employment Interviewing, Jean L. Rogers and Walter L. Fortson.

B. Equal-Employment Opportunity Commission Guidelines on Employment Selection Procedures, Volume 35, No. 149.

C. Conducting the Lawful Employment Interview, Executive Enterprises Publications Co., Inc., 33 West 60th Street New York, New York 10023.

IV. THE PURPOSE OF AN INTERVIEW

A. Fact-finding session.

B. Basis for predicting future behavior:

1. Based on knowledge, skills and attitudes.
2. By analyzing past behavior.

V. FUNDAMENTAL INTERVIEWING PROCEDURES

A. No pre-employment interview should take place until the applicant has completed the employment application.

B. Establish an interview time which is mutually convenient.

C. The key to a successful interview is to spend time with an applicant.

D. Use a friendly and courteous introduction to put the applicant at ease.

E. A positive attitude can be infectious, so be enthusiastic about your company.

F. Do not oversell the company or the particular job.

G. Describe the particular job to be filled very clearly.

H. Ask the individual to define statements.

I. Silence can be of utmost benefit to the interviewer.

J. Listen to what the prospective employee has to say.

K. Avoid interruptions.

L. Do not allow yourself to be forced into "crisis hiring."

VI. METHODS OF INTERVIEWING

A. Directive Interviews (Factual)

1. Questions based on information from application.

2. Purpose is to clarify whatever seems unanswered on the application.

3. Advantages:

a. Get necessary facts quickly.

b. Format comfortable for interviewer.

c. Takes less time than non-directive.

d. Applicants expect this style of questioning and will be at ease.

4. Disadvantages:

a. Total emphasis on fact.

b. Personality under-emphasized.

c. Permits applicant to put his best foot forward.

d. Invites predictable answers.

B. Non-Directive

1. Interviewer does far less talking.

2. Not designed to get "yes" and "no" answers.

3. Purpose is to reveal applicant's attitudes and personality.

4. Advantages:

   a. Applicant will reveal more information about himself.

   b. Personality traits are reflected.

   c. Places emphasis on the person rather than statistics.

5. Disadvantages:

   a. Interviewer must stay constantly alert.

   b. More time consuming.

   c. Not as routine for interviewer as factual interview.

   d. If overemphasized, relevant information may be overlooked.

VII. WHAT TO LOOK FOR ON THE APPLICATION

A. Ability to follow instructions.

B. Observe employment history:

1. Stability
2. Separation
3. Types of companies
4. Positions held
5. Salary history

VIII. HOW TO INTERVIEW FOR ATTITUDE

A. Take your time.

B. Ask probing questions relating to:

1. Goals or objectives.
2. Worth of services.

3. Strengths.

4. Weaknesses.

5. Previous employers.

6. Attraction to ShowBiz.

IX. HOW TO CONCLUDE THE INTERVIEW

A. Want to hire the applicant:

Tell what comes next and when.

B. Applicant totally undesirable for job:

1. Conclude interview.

2. Give specific reason based on:

a. Requirements of job.

b. Nature of previous experience.

C. Want to check something out:

Inform when decision is reached.

MASTERY EXERCISE #1

Following is John Q. Dough's application. Based on the information provided, what questions would you ask during the interview?

SHOWBIZ PIZZA PLACE

APPLICATION FOR HOURLY EMPLOYMENT

AN EQUAL OPPORTUNITY EMPLOYER M/F

PLEASE PRINT

NAME: Dough (LAST) John (FIRST) Q. (MIDDLE)

LOCAL ADDRESS: 3714 (NO) N.E. 12th (STREET) Savannah (CITY) GA (STATE) (ZIP)

PERMANENT ADDRESS: SAME (NO) (STREET) (CITY) (STATE) (ZIP)

SOCIAL SECURITY NO: 321-69-1579

LOCAL PHONE: ( ) 555-1256

AGE (IF UNDER 21):

HIGH SCHOOL: South High School (NAME) Atlanta, GA (CITY/STATE) 12th (GRADE COMPLETED)

COLLEGE/OTHER: University of Georgia at Atlanta (NAME) (CITY/STATE) Non-degree (GRADE COMPLETED)

SPECIAL SKILLS (typing, keypunch, languages, crafts, mechanics, entertainment, other)

EMPLOYER	DATES EMPLOYED	SALARY	REASON FOR LEAVING	JOB DUTIES
NAME National Inc. CITY Savannah, GA. SUPERVISOR Jr. Williams TELEPHONE 555-7117	FROM 10/79 TO Present	START 640 + Bonus FINISH 750 + Bonus	No advancement opportunities	Asst. Manager
NAME Shoney's Big Boy CITY Atlanta, GA SUPERVISOR Roger Smith TELEPHONE 555-1771	FROM 11/77 TO 2/79	START 850 FINISH 1200	New management	Grill man

PERSON TO CONTACT IN CASE OF EMERGENCY

NAME: Betty Want
ADDRESS: 3714 NE 12th
Savannah, GA
PHONE: 555-1256

LIST TWO REFERENCES WHO ARE NOT RELATIVES OR EMPLOYERS

NAME	PHONE
Willy Makeit	555-1256
Lets Pray	555-7561

SPP-17

If hired, can you provide proof of citizenship?
YES X NO ____

If you are not a U.S. citizen, have you the legal right to remain permanently and work in the United States?
YES ____ NO ____

Are you a U.S. veteran? YES ____ NO X

Have you ever been convicted of a crime? YES ____ NO X
If yes, explain ____

Do you have or have you had any of the following? If yes, explain and include dates.

Back Trouble no
Knee/Joint Trouble yes
Hernia no
Epilepsy/Convulsive Disorders no
Tuberculosis no
Hearing Difficulty no
Visual Problems no
Fainting Spells no
Other (Specify) ------

Do you have any physical condition which may limit your ability to perform the job for which you are applying? YES ____ NO X

Date available to start: 8/1/81
Indicate day and time you can work: Any time and day.

Monday From ____ to ____
Tuesday From ____ to ____
Wednesday From ____ to ____
Thursday From ____ to ____
Friday From ____ to ____
Saturday From ____ to ____
Sunday From ____ to ____

Expected starting salary: 4.00 hour
Shirt Size: Large

PLEASE CHECK POSITION(S) DESIRED

X Bar Person (legal age)
X Cashier, Food
____ Cashier, Merchandise
____ Clerical
____ Cook
____ Costume Character
____ Dining Area Attendant
X Food Prep (18 yrs old)
____ Game Room Attendant
____ Game Technician

Would you accept any position? YES X NO ____

I certify the information contained in this application is accurate and complete. Giving incomplete or false information for employment is a serious matter and is grounds for dismissal and forfeiture of related benefits. In accepting employment, I understand that I will be on a probationary period for 90 days.

Signature ____

Date ____

TO BE COMPLETED AFTER EMPLOYMENT

Form W-4 (Rev. May 1977) Department of the Treasury Internal Revenue Service

Employee's Withholding Allowance Certificate
(Use for Wages Paid After May 31, 1977)
This certificate is for income tax withholding purposes only. It will remain in effect until you change it. If you claim exemption from withholding, you will have to file a new certificate on or before April 30 of next year.

Type or print your full name | Your social security number

Home address (number and street or rural route)

City or town, State, and ZIP code

Marital Status: ☐ Single ☐ Married ☐ Married, but withhold at higher Single rate
Note: *If married, but legally separated, or spouse is a nonresident alien, check the single block.*

1 Total number of allowances you are claiming . . . . .
2 Additional amount, if any, you want deducted from each pay (if your employer agrees) . . . . . $
3 I claim exemption from withholding (see instructions). Enter "Exempt" . . . . .

Under the penalties of perjury, I certify that the number of withholding exemptions and allowances claimed on this certificate does not exceed the number to which I am entitled. If claiming exemption from withholding, I certify that I incurred no liability for Federal income tax for last year and that I anticipate that I will incur no liability for Federal income tax for this year.

Signature ▶ .... Date ▶ ...., 19 ....

SHOWBIZ PIZZA PLACE

SHOWBIZ PIZZA PLACE INTERVIEW REPORT

CONFIDENTIAL

APPLICANT'S NAME

ACCEPTABILITY FACTORS	NOT ACCEPTABLE	MARGINAL	ACCEPTABLE	PREFERABLE	INTERVIEWER'S COMMENTS
HOURS	Cannot work required hours	Can work only a restricted schedule	Can work a required schedule	Available for all schedules including nights and Sundays	
PAST EDUCATION	Less than High School graduate or GED	High School graduate	High School graduate and 1 year college	Over 1 year at college or post high school training	
CURRENT SCHOOL ATTENDANCE	Presently training for non-restaurant job/ full-time student	Attends school 3 days a week	Work-related	Out of school	
JOB KNOWLEDGE	None as it pertains to this position	Will need considerable training	Basic, will learn easily through training and on the job	Well versed minimal training needed	
WORK EXPERIENCE	Failed in similar work in past	No previous supervisory experience	Has some supervisory experience	Has supervisory experience and exposure to weekends long hours	
EMPLOYMENT STABILITY	Unexplained time gaps Many jobs last 3 years	Self-employed More than 1 job past year	Steady job past year or school	Has had 1 job over 1 year	
MOTIVATION	None, apathetic, indifferent	Doubtful interest in position	Sincere desire to work, asks questions	Highly motivated eager to work, asks many questions	
INTERVIEW BEHAVIOR	Hostile Over Aggressive Withdrawn Very nervous	Brusque Impolite Cold, timid	Polite Friendly Confident	Warm Congenial Self-assured Alert	
PERSONALITY	Shy Over aggressive Unpleasant	Ill at ease Quiet	Polite, friendly Outgoing	Warm, very pleasant People-oriented	
EXPRESSION	Uncommunicative Confused thoughts, poor vocabulary	Poor speaker hazy thoughts	Clear Grammatical	Fluent	
APPEARANCE	Offensive Dirty Will not comply to hair policy	Plain Drab Careless in attire poor grooming	Conventional Neat Appropriate	Sharp Well-groomed	
PHYSICAL CONDITION	Serious handicap History of poor health	Frail Obviously under or overweight	Few recent illnesses Average weight and posture	No health problems Vigorous. Ideal weight and posture	
FINANCIAL	A $50 + loss in income	Large loss in income (over $25/wk.)	Small loss in income (less than $25/wk.)	No loss in income or small gain	
REASON FOR APPLYING	No good reason in-lay-off-other company	Needs a job Wants money	Seeks better job Seeks improvement Security Likes SPP	Wants a career at SPP	
LOCATION OF RESIDENCE & RELOCATION	Unacceptable move distance, unwilling to move.	Marginal move distance, willing to move	Reasonable move distance, willing to move	Lives in immediate vicinity however, willing to move	

INSTRUCTIONS

This evaluation must be completed on every applicant. Any single category that receives a "NOT ACCEPTABLE" makes the candidate not suitable for employment. 3 or more "MARGINAL" should disqualify a candidate.

RECOMMENDATIONS

N/C

INTERVIEWER

DATE

SPP-20

X. WHAT MAKES A SUCCESSFUL EMPLOYEE

A. Employer must list his own requirements.

MASTERY EXERCISE #2

List the characteristics you feel are important in an employee.

1. organization
2. responsible
3. positive
4. ability to Listen
5.
6.
7.

B. The manager will be assessed by the applicant during the interview. He may use:

1. Motivation
2. Optimism
3. Tact
4. Ability to teach
5. Attention to detail
6. Leadership
7. Ability to communicate.

XI. MAKING A SELECTION

A. Define job requirements.

B. Conduct interviews.

C. Compare applicants.

D. Make a decision and inform all applicants.

E. Conduct orientation for applicant selected.

XII. ORIENTATION

A. Pre-opening

1. The district manager is to assure that the orientation set-up and procedures are carried out by the restaurant management.

2. The purpose of orientation and training is to insure that all newly hired employees have all information needed before beginning to work.

3. Set-Up

   a. All initial employees will be oriented as a group.

   b. The bulk of the orientation should take place in the private dining room, if available, or in the sports room or showroom.

   c. The atmosphere should be informal and fun.

      (1) Have a check-in point where employees sign in, complete his/her W-4. Verify each person's birthday and social security number.

      (2) Management should mingle with employees as they assemble.

      (3) Personnel packets and name tags should indicate where the employee is to sit.

      (4) The manager should bring the group to order and present a portion of the orientation.

      (5) Assistant managers should participate by presenting individual sections.

      (6) A basic outline will include:

         (a) Welcome and full explanation of ShowBiz concept.

         (b) Introductions of restaurant management.

         (c) Introductions of employees.

(d) Outline agenda

i. Orientation checklist
ii. Personnel envelope

(e) Complete paperwork

(f) Body of orientation

(g) Schedules

(h) Conclusions

(i) Restaurant tour

(j) OJT Assignments

B. Existing restaurant

1. Every employee is to go through orientation.

2. A management member is to welcome him/her to ShowBiz Pizza Place and

a. Explain the time recording system.

b. Go through the Orientation Checklist.

c. Fill out the Personnel Envelope and all forms within completely.

d. Give them a tour of the restaurant and introduce him/her to fellow employees.

e. Arrange for OJT on the position he/she is to perform.

XIII. <u>APPLICANT AND EMPLOYEE RECORDS</u>

A. Written summary of every interview.

B. Performance appraisals.

1. Feedback

2. Modify or change behavior.

3. Provide data to supervisor/manager.

C. Before demoting, transferring or firing:

1. Identify the problem with employee.
2. Give ways it may be solved or improved.
3. Specify given amount of time to improve.
4. Tell what the consequences will be.
5. Document such counseling with the Written Reprimand form.

D. Terminating an employee:

1. Discuss reasons for termination and terms of settlement.
2. Document the discussion with the Written Reprimand form.

   a. Immediate termination will result from commission of any one act listed in Section A of the Employee Conduct Rules. Form SPP-52 must be completed with detailed explanation of the reasons for termination.

   b. Reprimands follow a "three step" warning/ termination system. These are issued when an employee commits an act in Section B.

      (1) First warning - must complete Form SPP-19 and have employee sign acknowledging the reprimand. This is to be completed in the presence of a second supervisor.

      (2) A second warning - issued if the employee violates a rule within six months of the first warning.

      (3) The third violation - within 6 months normally results in termination.

3. Records of all terminated employees are to be forwarded to the Home Office Personnel Archives.

E. Keep personnel or employment records related to the following for two years:

1. Job applications, promotions.

2. Job orders submitted to an employment agency for recruitment.

3. Results of tests administered by employer.

4. Results of physical examinations.

5. Advertisements related to personnel placement.

   a. Actual ad.

   b. Dates and names of publications or radio stations.

   c. "Equal Opportunity Employer"

F. Applications for temporary jobs kept for 90 days.

G. Give application to anyone who asks.

H. Time requirements vary from state to state.

I. Pay records must be retained for 3 years. (See Procedure #7515.)

XIV. POTENTIAL DISCRIMINATION PROBLEMS

A. Statistics alone.

B. Visible positions.

C. Under-utilization of females.

XV. MINORITY RECRUITMENT

A. The community:

1. Churches and civic groups.

2. Minority community leaders.

3. High schools and colleges.

B. Advertising:

1. Minority newspapers or magazines.

2. Minority-oriented radio stations.

3. "Will Train".

XVI. E.E.O.C.

A. Investigates discriminatory charges, promotes development and implementation of Affirmative Action programs.

B. Cannot discriminate on basis of:

1. Age

2. Race

3. Religion

4. Physical or mental handicap

5. National Origin

6. Sex

C. The principle of non-discrimination requires that individuals be considered on the basis of their own capabilities and not on the basis of any characteristics generally attributed to a group.

MASTERY EXERCISE #3

Below are statements pertaining to the E.E.O.C. and employment. Read each carefully and decide if it is true or false.

Justify your answer.

Source: Conducting the Lawful Employment Interview.

____1. It is always permissable to refuse to hire an alien.

____2. It is never considered discriminatory to ask about an applicant's work experience.

____3. An employer must make allowances for an employee's religious practices unless undue hardship would result.

____4. An applicant should be given reasons for why he/she was not hired.

____5. An employer is within his rights if he routinely screens out males with long hair.

SUMMARY

In order to operate an efficient ShowBiz Pizza Place, quality employees must be hired. The manager must take sufficient time to interview each applicant and check his/her references. Discrimination is to be avoided in all situations. Records must be maintained in accordance with state and local laws. Company restaurants must also comply with ShowBiz Pizza Place, Inc. procedures on record retention.

DAILY MANAGEMENT ACTIVITIES

DAILY MANAGEMENT ACTIVITIES

OPENING MANAGER

7:30 a.m. to 8:00 a.m.

1. Inspect parking lot and building exterior.
2. Unlock door, enter building.
3. Deactivate security system.
4. Re-lock door (to remain locked until 11:00 a.m.)
5. Turn on appropriate lights ("First on/Last off")
6. Turn on compressor and plug in dryer.
7. Review yesterdays closing checklist and Manager's Log entries.
   a. Rectify discrepancies during shift.
8. Review Dough Production Chart.

8:00 a.m. to 9:00 a.m.

1. Check labor schedule and pull day shift time cards.
2. Clock in employees as they report for work.
   a. Check uniform and grooming.
3. Assure clerk is properly organized and onschedule.
   a. See "Clerk" Job Aid.
   b. Additional duty: verify time card calculations daily.
4. Open safe and verify safe fund, keys, deposits.
   a. Sign Safe Log.
   b. Cashier Balance Forms to clerk.
5. Prepare and post Daily Prep Chart.
6. Review Daily Yield Sheet and re-calculate as necessary.
7. Prepare daily food and paper orders.
8. Post Waste Sheets (kitchen and bar) and Roasting Schedule.
9. Follow-up on closing checklist and Manager's Log items.
10. Review Down Game Report.
    a. Coordinate with Electronic Specialist.

9:00 a.m. to 10:00 a.m.

1. Make bank deposits.
   a. Vary time between 9:00 a.m. and 10:00 a.m. randomly.
   b. Purchase change for safe fund.
2. Follow-up with clerks progress with paperwork.
3. Assemble required ShowBiz Pizza Place, Inc. figures and statistics.
   a. Yesterday's total revenue (rounded to the nearest dollar.)
   b. Yesterday's actual labor hours.
   c. Yesterday's projected labor hours.
   d. Yesterday's cash deposit.

4. Perform Opening Checklist.
   a. Physical inspection of store.
5. Receive deliveries per procedure.
   a. Date, store and rotate inventory.
   b. Stamp and code invoices.
   c. Cash Purchases:
      1. Record on Cash Purchases Log.
      2. Record on Food Inventory form.
      3. Record on Yield Sheet.
      4. Attach Petty Cash Voucher to invoice and place in appropriate cash drawer.
   d. Charged Purchases:
      1. Attach invoice to Charged purchases form.
   e. Note price changes on Charged purchases form.

6. Analyze previous days business and establish game plan to correct any control problems.
7. Make scheduling adjustments based on projected volume and/or employee call-ins.
8. Place all product orders with established vendors via telephone.

<u>10:00 a.m. to 11:00 a.m.</u>

1. Run 92M report.
2. Activate day shift register stations.
3. Check Birthday Reservations.
4. Issue cash drawers to day shift cashiers.
5. All work stations covered? Staffing adequate?
6. Final walk-through; interior and exterior.
7. Check television scheduling.
8. Check animation.
9. Make last minute pre-opening preparations.
10. Unlock doors at 11:00 a.m.

<u>11:00 a.m. to 3:00 p.m.</u>

1. Supervise day crew activities and productivity.
2. Prepare required paperwork for new hires and/or terminations.
3. Monitor service and product continually.
   a. Customer reaction and satisfaction level.
   b. Service time.
   c. Order cashier procedure.
   d. Pick-up window procedure.
   e. Employee productivity, attitude, and courtesy.
   f. Food quality.
   g. Cash handling procedures.
   h. Restaurant cleanliness.
   i. Animation.
   j. Playroom operation and "down time".

   k. Environment: temperature, background music, lighting.
   l. Etc.
4. Monitor sales per man hour and adjust accordingly.
   a. Utilize 4M hourly sales and time cards.
5. Managers meal break.
6. Make scheduling adjustments for evening shift.
   a. Replace call-ins.
7. Check food prep for evening shift.
8. Clock out departing employees.
   a. Assure clean and stocked stations.
9. Follow-up on checklist and manager's log discrepancies.
10. Log discrepancies and pertinent communication in Manager's Log.
11. Verify and delete over-rings continually.

<u>3:30 p.m. to 4:30 p.m.</u>

1. Record Charge Purchases
   a. Order/Usage Log.
   b. Yield Sheet.
   c. Daily Purchases Log.
   d. Put invoices finally into weekly ShowBiz Pizza Place, Inc. envelope.
2. Complete day-shift time cards.
3. Assure restaurant is in proper condition for management shift change.
   a. Must meet Opening Checklist requirements.
4. Meet with Night Manager, review.
   a. Manager's Log entries.
   b. Personnel/Scheduling concerns.
   c. Inventory and equipment status.
   d. Inter-company communications (written and verbal).
   e. Outstanding or continuing areas of concern.

<u>4:30 p.m. to 5:30 p.m.</u>

1. Supervise cashier shift change and cash reconciliations.
   a. Issue cash drawers to night cashiers.
   b. Verify and delete day shift over-rings.
   c. Close day shift stations, open night stations.
   d. Clear drop safes.
   e. Run 3M station report.
   f. Supervise count-out.
   g. Secure deposits and day-shift cash drawers in safe.
   h. Clock out departing cashiers.
2. Remedy and checklist discrepancies as noted by night manager.
3. Verify safe fund, deposits and keys.
4. Make day shift bank deposit.

NIGHT MANAGER

4:00 p.m. to 5:00 p.m.

1. Review Manager's Log, todays sales, trends and revised projections and night shift labor schedule.
2. Perform Opening Checklist.
   a. Physically touring restaurant.
3. Check food prep for anticipated evening business.
4. Meet with Day Manager.
5. Pull night shift time cards.
6. Check Birthday Reservations.

5:00 p.m. to 5:30 p.m.

1. Verify safe fund, deposits and keys.
   a. Sign Safe Control Log.
2. Check token supply in bill changers.

5:30 p.m. to 10:00 p.m.

1. Managers shift change at 5:30 p.m.
2. Clock in night crew.
   a. Check uniform and grooming.
3. Supervise night crew activities and productivity.
4. Prepare required paperwork for new hires and/or terminations.
5. Monitor service and product continually.
   a. Customer reaction and satisfaction level.
   b. Service time.
   c. Order cashier procedure.
   d. Pick-up window procedure.
   e. Employee productivity, attitude and courtesy.
   f. Food quality.
   g. Cash handling procedures.
   h. Restaurant cleanliness.
   i. Animation.
   j. Playroom operations and "down time".
   k. Environment: temperature, background music, lighting.
   l. Etc.
6. Monitor sales per man hour and adjust accordingly.
7. Managers meal break.
8. Monitor dough usage and adjust production as needed.
9. Complete tomorrows Dough Prep Chart.
10. Clock out departing employees.
    a. Assure clean and stocked stations.
11. Follow-up on checklist and manager's log discrepancies.
12. Log discrepancies and pertinent communication in Manager's Log.
13. Verify and delete over-rings continually.

10:00 p.m. to Close

1. Complete Hourly Sales Report (4M)
2. Complete time cards as they become available.
3. Begin pre-closing procedures (restocking, cleaning, etc.)
4. Begin Yield inventories.
5. At closing: make pre-closing announcement. (see procedure)
6. Lock doors.

Close to ??

1. Five minutes after close, shut off games, etc.
   a. Turn off breakers ("Open on/Close off")
2. Perform security walk through, clear store of guests.
3. Turn off compressor and unplug dryer.
4. Supervise cashier check-out.
   a. Verify and delete any over-rings.
   b. Close night shift drawers.
   c. Clear drop safes.
   d. Run 3M station report.
   e. Set cashiers up in office for count out.
5. Collect bill changer monies.
   a. Meter readings.
   b. Collect bills and coins.
   c. Refill token hoppers.
   d. Extend bill changer report.
   e. Complete bill changer deposit.
6. Complete cashier checkout.
   a. Secure deposits and cash drawers.
   b. Clock out departing cashiers.
7. Complete daily time cards.
8. Enter game income (metered total) into register.
9. Enter waste into register (45M and 48M).
10. Enter daily purchases into register (47M).
11. Check register paper and hit "feed" key.
12. Run "91M" report.
13. Complete Yield sheet.
14. Verify safe fund, deposits, and keys.
    a. Sign Safe Control Log.
15. Perform Closing Checklist.
16. Enter any communications in Manager's Log.
17. Turn off lights ("First on/Last off").
18. Set security system.
19. Lock doors.

DAILY MANAGEMENT ACTIVITIES - SUNDAY ADDENDUM

Note: On Sundays only, the night manager is to be scheduled to work 5:00 p.m. to 3:00 a.m.

NIGHT MANAGER

9:00 p.m. to 12:30 a.m.

1. Begin closing procedures (normally begun at 10:00 p.m.)
2. Begin Merchandise inventory Gift Shop area. This weekly inventory is conducted to aid in re-ordering. The period end Merchandise inventory must be submitted to the accounting firm.

12:30 a.m. to 2:00 a.m.

1. Perform weekly inventory.
2. Verify and update product costs.
3. Extend dollar values.
4. Prepare Monday's food, beverage, and paper orders.

2:00 a.m. to 3:00 a.m.

1. Complete weekly payroll. (bi-weekly)
   a. Complete payroll input sheets.
   b. Attach new employee and Personnel Action Form paperwork.
2. Bi-weekly, package payroll for mailing to accounting firm.
3. If there is doubt of security, call the police department before leaving the restaurant.

DAY MANAGER

7:00 a.m. to 2:00 p.m.

1. In addition to normal day manager activities, the day manager will conclude Merchandise Inventory.
2. Compile the following papers for forwarding to SHOWBIZ PIZZA PLACE, INC. and the accounting firm. (see accounting procedures.)

SECOND MANAGER

7:00 a.m. to 8:00 a.m.

1. Place labeled collection bags in front of games.
2. Unlock all games and padlocks.
3. Take meter readings.

8:00 a.m. to 9:00 a.m.

1. Collect all coins per game.
2. Replace padlock and secure game.
3. Transfer all coins, keys, etc. to counting area.

9:00 a.m. to 11:30 a.m.

1. Sort, count, and record game collection.

11:30 a.m. to 12:30 p.m.

1. Roll tokens and quarters.
2. Store keys and equipment.
3. Buy change into safe fund.
4. Prepare deposit.

12:30 a.m. to 1:00 p.m.

1. Lunch.

1:00 p.m. to 2:00 p.m.

1. Extend and balance Game Collection Report.
2. Complete Game Collection Summary.
3. Complete and record token inventory.

RESTAURANT INSPECTION REPORT

SHOWBIZ PIZZA PLACE

STORE INSPECTION REPORT

SPP # ____________________ LOCATION ____________________

DATE ____________________ DATE OF LAST EVALUATION ____________________

SCORE: ____________________ SCORE LAST EVALUATION: ____________________

MANAGER NAME: ____________________

ASST. MANAGER NAME: ____________________

ASST. MANAGER NAME: ____________________

ELECTRONIC SPECIALIST NAME: ____________________

EXCEPTIONAL	690 — 740	EXCEEDS ACCEPTED STANDARDS WITH MINIMAL OR NO CORRECTIONS NEEDED.
COMMENDABLE	650 — 689	MEETS OR EXCEEDS ACCEPTED STANDARDS, SOME IMPROVEMENTS NEEDED.
COMMENDABLE	600 — 649	MEETS OR EXCEEDS ACCEPTED STANDARDS, SOME IMPROVEMENTS NEEDED.
COMPETENT	550 — 599	DOES NOT MEET ACCEPTABLE STANDARDS, EXTENSIVE EFFORT NEEDED.
BELOW STANDARD	0 — 549	FAR BELOW ALL ACCEPTABLE STANDARDS, IMMEDIATE ACTION REQUIRED FOR IMPROVEMENT.

WEIGHTING GUIDE:

CRITICAL AFFECT	5	IMMEDIATE ACTION REQUIRED
SERIOUS AFFECT	3	IMMEDIATE ACTION REQUIRED
SUBSTANTIAL AFFECT	2	
MINOR AFFECT	1	

DISTRICT MANAGER ____________________

STORE MANAGER ____________________

WHITE COPY — STORE   YELLOW COPY — REGIONAL OFFICE   PINK COPY — DISTRICT MANAGER   GOLDENROD COPY — REGIONAL FILE

STORE #. ______________________

DATE ______________________

PART I GUEST SERVICE

	FLW UP		WEIGHT	ORIG.		COMMENTS
	S	U		S	U	
A. EXTERIOR						
1. Parking lot clean			3			
2. Parking lot striped & car stops straight (Free Standing)			2			
3. Landscaping groomed & free of debris			2			
4. Dumpster area clean			3			
5. Sidewalks clean			3			
6. Flag raised & good repair (if applicable)			1			
7. Outside lights well maintained			2			
8. Building painted & good repair			3			
9. Signs in good condition & operative			3			
10. Approved sign			3			
11. Air conditioning vents free of debris			1			
B. MERCHANDISE AREA						
1. Area clean & well stocked			3			
2. Well merchandised			3			
3. All items worked with			3			
4. Merchandise inventories up to date			3			
5. Display case clean & orderly			2			
6. Floor and carpet clean			3			
7. Store room & under counter clean & orderly			2			
8. Popcorn & cotton candy clean & operational			3			
9. Order requisition on file & updated			3			
10. Control Forms updated			3			
C. ENTRY WAY						
1. All doors painted, good repair			2			
2. All windows clean			2			
3. Floors clean & free of debris			2			
4. Carpet/floor clean & in good repair			3			
5. Walls & baseboards clean & in good repair			2			
6. Door treadle clean & in good repair			2			
D. FRONT ORDER COUNTER						
1. Area clean & organized			2			
2. Order cashier present, smiling, greeting & thank you			3			
3. Service organized & effective			3			
4. Tokens being given per policy			3			
5. Cashier suggestive sell			2			
6. Salad fork & plate available			3			
7. Direction be given by cashier			3			
8. Menu board lighted, good condition			3			
9. Menu prices correct			3			
10. Number of cashiers per policy			5			
11. Floor & counter clean			2			
12. Birthday reservation log up dated			3			
13. Was change counted correctly?			2			
14. Receipt given?			3			
15. Instant Service			5			
E. SALAD BAR						
1. Clean, well lighted			5			
2. Well stocked & full containers			3			
3. Well merchandised			3			
4. Adequate variety of items to make a salad			2			
5. In good repair			2			

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STORE # ________________

DATE ________________

PART I

	FLW UP S	FLW UP U	WEIGHT	ORIG. S	ORIG. U	COMMENTS
F. DRINK STATION						
1. Area clean & well stocked			2			
2. All drink heads working & calibrated			3			
3. Coffee, tea, Sanka available & fresh			2			
4. Coffee cups pitchers & ice readily available			3			
5. Straw dispenser, napkin dispenser, toothpick dispenser - clean and operational			2			
6. Cashier present, smiling, greeting & thank you			3			
7. Service organized & effective			3			
8. Was change counted correctly?			2			
9. Cashier suggestive sell			2			
10. Direction be given by cashier			3			
11. Menu board lighted, good condition			3			
12. Menu prices correct			3			
13. Number of cashiers per policy			3			
14. Floor and counter clean			2			
15. Instant Service			5			
G. PIZZA PICK-UP STATION						
1. Pick up monitor working & updated			5			
2. Pizzas cut & served properly			3			
3. Number system used effectively			2			
4. Cooking temperature & Time correct			5			
5. Area & equipment clean			2			
6. Paper items available for guest			3			
7. Roast beef & hot dog procedure followed			5			
8. Pizza trays clean & dry			3			
9. Service speed being met (Min - 20 min.)			3			
10. Floor, counter clean			3			
H. RESTROOM (MEN'S)						
1. Toilets & urinals clean & in good repair			5			
2. Lavatory clean & in good repair			3			
3. All fixtures clean & in good repair			3			
4. Trash container clean & emptied			2			
5. Odor free			3			
6. Area clean			3			
7. Walls			3			
8. Ceilings			3			
9. Lights			3			
10. Partitions			3			
I. RESTROOM (WOMEN)						
1. Toilets clean & in good repair			5			
2. Lavatory clean & in good repair			3			
3. Adequate supplies on hand			2			
4. All fixtures clean & in good repair			3			
5. Trash container clean & emptied			2			
6. Area clean			3			
7. Odor free			3			
8. Walls			3			
9. Ceilings			3			
10. Lights			3			
11. Partitions			3			

STORE # ______________________

DATE ______________________

ART I

	FLW UP S	FLW UP U	WEIGHT	ORIG. S	ORIG. U	COMMENTS
J. CREW						
1. In comple'e uniform			3			
2. Friendly & courteous			5			
3. Productive & helpful			3			
4. Adequate staff for volume level			2			
5. Proper Uniform			3			
6. Nails & hands clean			3			
7. Shoes			3			
K. MANAGEMENT						
1. Management on duty			5			
2. Management working out front			3			
3. Management identifiable by customer			2			
4. Management grooming & appearance			3			
5. Sense of urgency			5			
L. DINING ROOM						
1. Carpet/floor clean, in good repair			3			
2. Tables, chairs, booths, clean & in good repair			3			
3. Tables bussed properly			2			
4. Condiments clean, full & orderly on all tables			2			
5. Ceiling & vents clean			3			
6. Refill station clean & stocked			2			
7. Decor clean & in good repair			2			
8. Dining room temperature (Actual room temperature)			1			
9. Walls & baseboards clean & in good repair			3			
10. Hi-chairs & booster seats clean & set-up			3			
11. Trash liners clean & set-up			2			
12. All lighting working properly			2			
13. Music operating — correct level			3			
14. Condiment stand clean & filled			2			
M. HALLWAY						
1. Floors, walls & baseboards clean			3			
2. All lighting working, adequate & clean			3			
3. Phone encloser clean & in good repair			1			
4. Cigarette machine clean			1			
5. Games clean & operational			3			
6. All doors clean, in good repair			2			
7. Exit lights correct & lit			2			
8. Thermostat proper setting			1			
9. Vent clean & in good repair			2			
N. GAMES ROOM						
1. Carpet/floor clean & in good repair			3			
2. Ceiling & vents clean			3			
3. Decor clean & in good repair			2			
4. Games clean & in good repair			3			
5. Trash clean & in good repair			2			
6. Cigarette container clean & in good repair			2			
7. Walls & baseboards clean & in good repair			3			
8. All lighting working properly			3			
9. T.V. Pick-up System working			3			
10. Number of games out of operation ( )			5			
11. Number of games out of oper. more than 2 days ( )			5			
12. Down games report updated & neat			5			
13. Technical room clean & in good repair			3			
14. Technical room locked & organized			3			
15. Test equipment accounted for			3			
16. Billy's Bob's cave clean & in good repair			3			

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STORE # ____________________

DATE ____________________

.RT I

·. SHOW ROOM	FLW UP S	FLW UP U	WEIGHT	ORIG. S	ORIG. U	COMMENTS
1. Area clean & organized			3			
2. Character costumes			3			
3. Character Movements			3			
4. Stage clean & orderly			3			
5. Curtains working and clean			5			
6. Theatre Lighting working			3			
7. Character spotlights correct			5			
8. Exit signs working			2			
9. Pick up system working & clean			5			
10. Show timing correct			3			
11. Sound level correct			5			
12. Temperature of theatre			2			
13. Compressor oil level			5			
14. Compressor Belts			5			
15. Compressor Pressure			5			
16. Air line Filters			3			
17. Air line water traps			3			
18. Computer Room clean & organized			2			
19. Computer - Reel to Reel head correct			5			
20. Computer - Pinch Roller correct			5			
21. Other parts correct			3			
P. ELECTRIC ROOM OR SPORT ROOM						
1. Area clean & organized			3			
2. Lighting level correct			5			
3. Exit sign working			2			
4. Pick up system working & clean			5			
5. Sound level correct			3			
6. Temperature of room			2			
7. Big screen on & working per policy			5			
8. Carpet/floor, clean, in good repair			3			
9. Tables, chairs, clean & in good repair			2			
10. Tables bussed properly			3			
11. Condiments clean, full & orderly on all tables			2			
12. All lighting working properly			2			
13. Music operating at correct level			2			
14. Ceiling & vents clean			2			
15. Walls			3			
16. Table base			2			

STORE # ______________________

ATE ______________________

RT II — OPERATIONS REVIEW

Item	FLW UP S	FLW UP U	WEIGHT	ORIG. S	ORIG. U	COMMENTS
A. DISHWASHER AREA						
1. Area & equipment clean			3			
2. Repair & Maintenance of equipment			3			
3. Correct wash & rinse temperature			2			
4. Pre-rinse/Pre-soak procedures			2			
5. Rinse additive used			2			
6. Safety rules being observed			2			
7. Dish racks clean and organized			2			
B. STORAGE AREA (Food & Non-Food)						
1. Area clean & free of debris			2			
2. Food organized & separated from non-food			3			
3. Product stored properly (off floor)			2			
4. Bulletin board updated			2			
5. CO2 tanks secured			2			
6. Water heater accessible, free of combustible products			2			
7. Proper ventilation & maintenance			1			
8. Pop syrup tank area clean			2			
9. P.M. on schedule			5			
C. FREEZER AREA						
1. Freezer clean & free of debris & ice build-up			3			
2. Repair & maintenance of equipment			2			
3. Proper temp. maintained (O° to 10°)			2			
4. Product dated, rotated & stored properly			3			
5. Shelf life within limits			3			
6. Emergency bar operative			2			
7. Proper seal on door			2			
WALK-IN COOLER AREA						
1. Cooler clean & odor free			3			
2. Repair & maintenance of equipment			2			
3. Proper temperature maintained (38° to 40°)			3			
4. Product in proper container and covered			2			
5. Product dated, rotated, and stored properly			5			
6. Emergency bar operative			2			
E. PIZZA PREP AREA						
1. Area clean and well lit.			3			
2. Equipment clean, good repair			3			
3. Consistent portion control			5			
4. Ice machine clean, in good repair, algae free			3			
5. Reach-in cooler clean in good repair, proper temperature (38° to 40°)			3			
6. Prep production being adequately scheduled			3			
7. Sinks draining properly			2			
8. Ice machine serviced			5			
F. ROAST BEEF AREA						
1. Roast Beef procedure followed			5			
2. Clean & well lit			2			
3. Slicer & Scale clean & operational			3			
4. Bun toaster clean & operational			3			
5. Steamer clean & operational			2			
G. PIZZA OVEN						
1. Unit clean & free of debris			2			
2. Repair & maintenance of equipment			2			
3. Proper cooking procedures being followed			5			
4. Time & temperature			5			
TRASH REMOVAL						
1. Trash containers clean & lined			2			
2. All trash continuously dumped			2			

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DATE ____________________

PART III — SAFETY/FINANCE

	FLW UP S	FLW UP U	WEIGHT	ORIG. S	ORIG. U	COMMENTS
A. OSHA						
1. The OSHA posters posted on bulletin board			3			
2. Emergency phone numbers posted near telephone			2			
3. OSHA Forms 200 and 101 kept current & on file for past 5 years			3			
4. A safety file showing previous inspections, safety reports, previous years and current year logs.			2			
5. First aid equipment which is available to crew for use			3			
6. Fire extinguishers properly mounted, visible & charged			3			
7. Fire safety equipment - crew trained & able to use			2			
8. Fire alarms or sprinkler systems for larger units			2			
9. Doors & passageways clear of debris or obstruction			2			
10. Electrical equipment grounded, heavy duty plugs electrical boxes clear & closed, walls & floor outlets secure and not cracked			2			
11. Floors clean & dry with no open drains or holes			2			
12. Rugs - no tears or ragged edges			2			
13. Equipment with proper safety devices & shields			2			
14. Proper gloves for handling hot pans			3			
B. LABOR						
Federal Labor Law Poster Requirements:						
1. The Civil Rights Act of 1964			2			
2. The Federal Wage & Hour Act			2			
3. The Age Discrimination Employment Act			2			
4. EIC Poster			2			
C. FINANCE						
1. Register readings verified with Daily Sales Report			5			
2. Cash control procedures being followed			5			
D. ENERGY						
1. Energy conservation measures being utilized			2			
2. Breaker panels labeled			3			
E. SECURITY						
1. Are security measures being used according to policy			3			
2. Were non-customer doors secured to prohibit entrance from outside			3			
3. Office and safe area properly secured			5			

LIST MENU ENTREES AND PRICES	PRICE	PORTIONS		PRICE	PORTIONS

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[illegible]TION PLAN

SPP No. ____________ City ____________ State ____________ Date ____________

[illegible]trict Manager ____________ Store Manager ____________

PART I REFERENCE	SHOW ROOM/ELECTRIC OR SPORT ROOM	TIME FRAME	DATE COMPLETED

PART I	GAMES ROOM/GAMES DOWN REPORT
1.	14.
2.	15.
3.	16.
4.	17.
5.	18.
6.	19.
7.	20.
8.	21.
9.	22.
10.	23.
11.	24.
12.	25.
[illegible]3.	26.

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ACTION PLAN

SPP No. ______________ City ______________________ State ______________ Date ______________

District Manager ______________________________ Store Manager ______________________________

PART II & III	MAINTENANCE/REPAIR	TIME FRAME	DATE COMPLETED
PART III REFERENCE	SAFETY/OSHA		
PART III REFERENCE	SECURITY/FINANCE		
	MISCELLANEOUS		

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ACTION PLAN

SPP No. ____________ City ____________ State ____________ Date ____________

istrict Manager ____________ Store Manager ____________

PART I, II, III REFERENCE	SANITATION/CLEANING	TIME FRAME	DATE COMPLETED

PART I REFERENCE	OPERATIONS/CUSTOMER SERVICE/MENU PRICING		

District Manager ____________ Store Manager ____________

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QUALITY ASSURANCE EVALUATION

SHOWBIZ PIZZA PLACE
A SUBSIDIARY OF BROCK HOTEL CORPORATION
2209 WEST 29th • TOPEKA, KANSAS 66611 • (913) 266-7021

Philip R. Kruse
Vice President
Director of Quality Assurance
and Animated Show Installation

FROM: Sam Thompson (Evaluator)

TO: Director of Quality Assurance

SUBJ: Quality Assurance Evaluation of:

Location: Baton Rouge - Sherwood

Number: 687

Date of Evaluation: 02/11/82

Results:

Total Points Earned: 2352

Evaluation: Meets Standards

The following comments and recommendations are of significance concerning the evaluation:

Management organized and aware.

Specialist - well organized.

//S// Sam Thompson
Signature (Evaluator)

Location: Baton Rouge - Sherwood

Number: 687

A. Pre-Evaluation Brief: Joe Williams (Person briefed)

10:30 A.M. 02/11/82 (Time/date)

B. Total Points: 2336

Evaluation: Meets Standards

C. Review: 3:30 P.M. 02/11/82 (Time/date)

Joe Williams (Person briefed)

//S// Joe Williams (Management Signature)

//S// Sam Thompson (Evaluator Signature)

5 points = Noteworthy *
3 points = Meets standards
1 point = Needs improvement
0 points = Below standard *

* A mark of noteworthy or below standard requires a specific written justification in the "comments" section.

The total points scored by the restaurant during the program test will be evaluated as follows:

Noteworthy	2400 to 2665	Exceeds standards
Meets Standards	2250 to 2399	Meets standards
Needs Improvement	2000 to 2249	Does not meet standards
Poor	0 to 1999	Much below standard

Attachments: Sales Graph
Management Summary
Evaluation Checklist

TOTAL POINTS EARNED PAGE 1: ____

TOTAL POINTS MEETS STANDARDS: ____

PART I GUEST SERVICE

PART I GUEST SERVICE	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
A. EXTERIOR							
1. Parking lot striped & clean	3			X		3	15
2 Landscape neat & clean	3				X	0	15
3. Building painted & in good repair	3		X			9	15
4. Lights & approved sign good cond. & operative	3		X			9	15
5 Now appearing boxes good cond. & operative	3		X			9	15
6. Walkways clean and safe	3			X		3	15
B. ENTRY WAY							
1. Doors & windows clean	3	/		/	X	0	9
2. Treadle, floor, carpets clean, good repair	3		X			9	15
3. Walls & baseboards clean & in good repair	2		X			6	10
4. Ceiling panels clean & in place	3			X		3	9
C. GIFT AREA							
1. Clean floors, display cases, counters, walls	3		X			9	15
2. Approved merchandise properly displayed	3		X			9	15
3. Good variety of merchandise & well stocked	3			X		3	9
4. Cotton candy machine clean & operational	3			X		3	15
5. Cotton candy fresh & fluffy.	3	/		/	X	0	9
D. FRONT ORDER COUNTER							
1. Order cashier present, smiling, greeting	3	X				15	15
2. Order cashier explaining and thank you	3		X			9	15
3. Area clean, organized & good repair	3			X		3	15
4. Cashier suggestive selling	2	X				10	10
5. Menu board lighted, clean & correct	3		X			9	15
6. Quick service (both registers open per policy)	5		X			15	25
7. Change counted back into guests hand	3	/	X	/		9	9
8. Birthday party reservation procedures followed	2		X			6	10
9. Owner/operator sign posted	5	/	X	/		15	15

COMMENTS:

A. 1. Litter in lot.
A. 2. Landscaping bid for replacement just mailed to office.
A. 2. Landscaping littered. Landscaping sparse - looks weak.
A. 6. Walkway needs sweeping.
B. 1. Entrance doors need cleaning.
B. 2. Carpet getting worn.
B. 4. Ceiling panels askew.
C. 3. Some bare spots - much on order.
C. 4. Machine not clean.
C. 5. No cotton candy - out of bags.
D. 1. Cashier doing very good job.
D. 3. Vinyl loose left of pass thru window.
D. 4. Suggestive selling very good.

TOTAL POINTS EARNED PAGE 2: ____

TOTAL POINTS MEETS STANDARDS: ____

PART I GUEST SERVICE

	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
E. SALAD BAR							
1. Well lighted, iced sufficiently	5		X			15	25
2. Well stocked (3/4 full containers) per layout	3		X			9	15
3. Back up quantity adequate	3	/	X	/		9	9
4. Approved salad plates & utensils used	3	/		/	X	0	9
5. Products fresh/eye appealing/per recipe/spec.	5	X				25	25
6. Back up dated & rotated	3		X			9	9
7. Salad refrigerator clean	3		X			9	15
8. Salad refrigerator 34° - 40°	3	/	X	/		9	9
9. Inserts & salad bar clean	5		X			15	25
F. PIZZA PICK-UP STATION							
1. Video Pick-up monitor working & clean	5	/	X	/		15	15
2. Pizzas cut & served properly	3		X			9	15
3. Area & equipment clean	3		X			9	15
4. Approved paper & plastic items avail. for guests	5	/	X	/		15	15
5. Pizza trays clean & dry	3			X		3	15
6. Service time being met (Max.-20 min.)	3		X			9	15
7. Serving window, table, cutting boards clean	5		X			15	25
8. Guest service friendly, quick & explaining	5	X				25	25
9. Key pad protected	3		X			9	15
G. BEVERAGE STATION							
1. Cashier present, smiling, greeting	3	X				15	15
2. Area clean & well stocked	2		X			6	10
3. All drink heads working & calibrated	3		X			9	15
4. Change counted back into guests hand	3	/	X	/		9	9
5. Suggestive selling & thank you	2		X			6	10
6. Cashier serving correct portions	2	/	X	/		6	6
7. Menu board properly lighted, clean, and correct	3			X		3	15
8. Approved serving containers	3	/	X	/		9	9
9. Products per specification	5	/	X	/		15	15
10. Ice scoops stored properly	3			X		3	15
11. Drink heads clean	3		X			9	15
12. Serving trays clean & dry	3		X			9	15

COMMENTS:

E. 4. Out of metal forks - on order.

E. 5. Lots of eye appeal.

F. 5. Pizza trays wet.

F. 8. Sparkling service.

G. 1. Very personable.

G. 7. Menu board dusty.

G. 10. Ice scoops hanging from drink heads.

TOTAL POINTS EARNED PAGE 3:

TOTAL POINTS MEETS STANDARDS: ____

PART I GUEST SERVICE	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
H. RESTROOM - MENS							
1. All fixtures clean, odor free	5		X			15	25
2. All fixtures in good repair	5		X			15	25
3. Trash container clean & odor free	2	/		X		2	6
4. Tissue & soap supply adequate	2	/	X	/		6	6
5. Floor, walls, partitions, ceiling clean	3			X		3	15
6. Lights working & clean	3	/	X	/		9	9
I. RESTROOM - LADIES							
1. All fixtures clean, odor free	5		X			15	25
2. All fixtures in good repair	5		X			15	25
3. Trash containers clean & odor free	2	/	X	/		6	6
4. Tissue & soap supply adequate	2	/	X	/		6	6
5. Floor, walls, partitions, ceiling clean	3			X		3	15
6. Lights working & clean	3	/	X	/		9	9
PERSONNEL							
1. In proper & complete uniform	5		X			15	25
2. Friendly, courteous & productive	5	X				25	25
3. Adequate staff for volume level	2	/	X	/		6	6
4. Nails & hands clean	3		X			9	15
5. Grooming & appearance correct	5		X			15	25
K. MANAGEMENT							
1. Management on duty	5	/	X	/		15	15
2. Management working out front	3	/	X	/		9	9
3. Management identifiable by customer	2		X			6	10
4. Management grooming & appearance	3	X				15	15
5. Crowd control procedure followed	5	/	X	/		15	15

COMMENTS:

H. 2. Should replace toilet tissue holders.

H. 3. Top of trash container dirty.

H. 5. Floors need buffing.

I. 5. Floors need cleaning.

J. 2. Good crew - very friendly lots of hustle.

K. 4. Management grooming very good.

TOTAL POINTS EARNED PAGE 4:

TOTAL POINTS MEETS STANDARDS: ____

PART I GUEST SERVICE

	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
L. SHOW DINING ROOM							
1. Floors, walls, ceiling clean & in good repair	3		X			9	15
2. Tables, chairs, booths clean & in good repair	5		X			15	25
3. Hi-chairs & booster seats clean & set up	3	/	X	/		9	9
4. Tables bussed properly	2	/	X	/		6	6
5. Condiments clean, filled & orderly	2		X			6	10
6. All lighting working properly	2	/	X	/		6	6
7. Background music muting during show	5		X			15	25
8. Video pick-up system working properly & clean	3	/	X	/		9	9
9. Birthday party procedure followed	5		X			15	25
10. Exit signs working	2	/	X	/		6	6
11. Temperature of show dining room 68° - 72°	2	/	X	/		6	6
12. Emergency lights operating properly	3		X			9	15
13. Waste containers clean & odor free	3		X			9	15
14. Hokey's (sweepers) stored properly	3			X		3	15
15. Cleaning spray bottles labeled	3			X		3	15
M. HALLWAY							
1. Condiment stand clean	2		X			6	10
2. Condiment inserts filled & fresh	3		X			9	15
3. Floors, walls & baseboards clean	3			X		3	15
4. Exit sign and lighting working, & clean	3		X			9	15
5. Phone encloser clean & in good repair	1		X			3	5
6. Cigarette machine clean	1	/	X	/		3	3
7. Games clean & operational	3		X			9	15
8. All doors clean, in good repair	2		X			6	10
9. Thermostat proper setting: 68° - 72°	1	/	X	/		3	3
10. Vent clean & in good repair	2		X			6	10
11. Background music 70 DB 74 - 76	3			X		3	15
12. Emergency lights operating properly	3		X			9	15
13. Waste containers clean & odor free	3		X			9	15

COMMENTS:

L. 14. Hokey's against wall in hall.
L. 15. Not labeled.
M. 3. Walls - vinyl coming loose.
M. 11. Music set too loud.

TOTAL POINTS EARNED PAGE 5: ____

TOTAL POINTS MEETS STANDARDS: ____

PART I GUEST SERVICE	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
N. PLAYROOM							
1. Floors, walls, ceiling clean & good repair	3			X		3	15
2. Hideaway clean & in good repair	3	/	X	/		9	9
3. Games clean	5		X			15	25
4. Waste container & cigarette urns clean	2	/	X	/		6	6
5. All lighting working properly	3	/	X	/		9	9
6. Video pick-up system working properly & clean	3	/	X	/		9	9
7. Games out of operation (0) 4 max. (2 on floor)	5	X				25	25
8. Technical room locked, clean, organized	3	X				15	15
9. Test equipment accounted for	3	/	X	/		9	9
10. Billy Bob's cave clean & in good repair	3			X		3	15
11. Game and Rides approved	5	/	X	/		15	15
12. Game and Rides minimum number (50)	5	/	X	/		15	15
13. Correct tokens dispensed via bill changers	5	/	X	/		15	15
14. Games video screen adjusted properly	3		X			9	15
15. Games - all lamps burning	3		X			9	15
[illegible]. Games cabinets good condition (paint, etc.)	3		X			9	15
[illegible]. Games sound level 85 db 85	3		X			9	15
18. Humidity level correct - 50%+ 61%	3		X			9	15
19. Emergency lights operating properly	3		X			9	15
O. ANIMATION							
1. Character costumes neat, clean, intact	5		X			15	25
2. Character have good eye contact with audience	5		X			15	25
3. Fatz hand movement on organ keys realistic	5		X			15	25
4. Beach Bear taps Fatz on shoulder	5		X			15	25
5. Beach Bear's hand not touching strings	5		X			15	25
6. Beach Bear's left kick not touching Mitzi	5			X		5	25
7. Billy Bob's hand not touching strings	5		X			15	25
8. Rolfe hits cymbal at correct times	5		X			15	25
9. Billy Bob covers eyes and peeks out correctly	5		X			15	25
10. Mitzi flips Beach Bear correct-Boy Friends Back	5		X			15	25

COMMENTS:

N. Should place yellow tape on carpeted boxes in playroom.
N. 1. Need to replace some ceiling tile (broken corners).
N. 7. No games down.
N. 8. Tech room well organized & clean.
N. 10. Need to sweep Billy Bob's cave.
O. 6. Beach Bear touching Mitzi.

TOTAL POINTS EARNED PAGE 6: ____

TOTAL POINTS MEETS STANDARDS: ____

PART I GUEST SERVICE	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
O. ANIMATION (CONT'D)							
11. Earl moves correctly "BTHA"	5		X			15	25
12. Stage clean & orderly	5		X			15	25
13. Curtains working and clean	5		X			15	25
14. Show room lighting working (Dimming)	3	/	X	/		9	9
15. Character spotlights correct	5		X			15	25
16. Show timing correct 6 minutes	5		X			15	25
17. Show sound level correct 90 DB	5		X			15	25
18. Compressor Room Clean and No Storage	5	X				25	25
19. Compressor oil level 2/3 full	5	/	X	/		15	15
20. Compressor Belts	5	/	X	/		15	15
21. Compressor Pressure 110 min. 190 max. 120°	5	/	X	/		15	15
22. Air line filters	3	/	X	/		9	9
23. Air line water traps	3	/	X	/		9	9
24. Computer Room clean & organized	2	X				10	10
25. Computer Room panels, outlets & switches identi.	3		X			9	15
5. Power down procedure posted	3		X			9	15
7. Power up procedure posted	3		X			9	15
28. Maintenance procedure posted	3		X			9	15
29. Electronic Specialist V.C.R. verified	5	/	X	/		15	15
30. Managers daily function checklist verified	5	/	X	/		15	15
P. SPORTS DINING ROOM							
1. Lighting level correct	3	/	X	/		9	9
2. Video-pick-up system working	3	/	X	/		9	9
3. Floors, walls, ceiling & vents clean	3		X			9	15
4. TV on program per policy, sound level 76 DB 76	5		X			15	25
5. Tables bussed properly	2	/	X	/		6	6
6. Condiments clean, filled & orderly	2		X			6	10
7. Games clean,operational and sound level 70 DB	5		X			15	25
8. Exit signs working & clean	3		X			9	15
9. Waste containers clean & odor free	3		X			9	15
10. Tables & chairs clean & in good condition	3		X			9	15
11. Waste containers clean & odor free	3		X			9	15

COMMENTS: O. 18. Compressor room spotless.
O. 24. Computer room very clean.

TOTAL POINTS EARNED PAGE 7:
TOTAL POINTS MEETS STANDARDS: ____

PART II OPERATIONS REVIEW

	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
A. DISHWASHER AREA							
1. Area & Equipment clean	3	X				15	15
2. Repair & Maintenance of equipment	3	/	X	/		9	9
3. Correct wash & rinse temperature 160° & 140°	2	/	X	/		6	6
4. Pre-rinse/pre-soak procedures	2		X			6	10
5. Rinse additive used	2	/	X	/		6	6
6. Safety rules being observed	2	/	X	/		6	6
7. Dish racks clean and organized	2		X			6	10
B. STORAGE AREA (Food & Non-Food)							
1. Area clean & free of debris	2		X			6	10
2. Food organized & separated from non-food	3		X			9	15
3. Product stored properly (off floor) DATED	2		X			6	10
4. Ice Machine clean, in good repair, algae free	5		X			15	25
5. CO2 tanks secured	3	/	X	/		9	9
6. Proper ventilation & maintenance	1	/	X	/		3	3
7. Syrup tank area clean	2		X			6	10
8. Cleaning Equipment stored properly, clean	3		X			9	15
C. FREEZER							
1. Freezer clean & free of debris & ice	3		X			9	15
2. Proper temp. maintained (0° to -10°) 0°	2	/	X	/		6	6
3. Product dated, rotated	3		X			9	15
4. Product stored properly	3		X			9	15
D. WALK IN COOLER							
1. Cooler clean & odor free	3		X			9	15
2. Proper temperature make table (34° to 40°) 38°	3	/	X	/		9	9
3. Product in proper container covered & off floor	5		X			15	25
4. Product dated, rotated	5		X			15	25

COMMENTS: A. 1. Very clean.
B. 4. Ice scoop should not be left in ice machine.

TOTAL POINTS EARNED PAGE 8:
TOTAL POINTS MEETS STANDARDS: ____

PART II OPERATIONS REVIEW

	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
E. PIZZA PREP AREA							
1. Area clean and well lit	3		X			9	15
2. Equipment clean, good repair	5		X			15	25
3. Consistent pizza portion control	5	/	X	/		15	15
4. Reach in cooler clean, in good repair	3		X			9	15
5. Proper temperature (34° to 40°) 34°	3	/	X	/		9	9
6. Prep production being adequately scheduled	3	/	X	/		9	9
7. Foods per specifications	5	/	X	/		15	15
8. Dough procedure followed	5			X		5	25
9. Pizza construction procedure followed	5	/	X	/		15	15
10. Scales accurate	5				X	0	25
F. SANDWICH AREA							
1. Sandwich assembly procedure followed	5	/	X	/		15	15
2. Clean and well lit	2		X			6	10
3. Slicer clean & sharp	3		X			9	15
4. Bun toaster clean & operational	3		X			9	15
5. Steamer clean & operational	2		X			6	10
6. Au Jus Temperature & recipe 180° 150°	3				X	0	15
7. Scales accurate	5		X			15	25
G. PIZZA OVEN							
1. Unit clean	2	/	X	/		6	6
2. Repair & maintenance of equipment	2	/	X	/		6	6
3. Proper cooking procedures being followed	5		X			15	25
4. Time & temp. 430° 83 sec. 9 or 450° 78 sec. 8	5		X			15	25
H. TRASH REMOVAL							
1. Trash containers clean & lined	2		X			6	10
2. Trash continously dumped within policy	2		X			6	10
3. Dumpster area clean	5			X		5	25

COMMENTS:
E. 8. Had several trays of buns 41 & 42 hours old.
E. 10. Pizza scales not accurate.
F. 6. Au Jus too cool at 150°.
H. 3. Dumpster area needs cleaning.

TOTAL POINTS EARNED PAGE 9: ______

TOTAL POINTS MEETS STANDARDS: ______

PART II OPERATIONS REVIEW	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
I. MISCELLANEOUS							
1. Employee lounge clean and organized	2		X			6	10
2. Bulletin boards organized and updated	2		X			6	10
3. Costume character clean & proper storage	3			X		3	15
4. Office clean and organized	3		X			9	15

NUMBER OF GAMES AND RIDES [70]

LIST MENU ENTREES AND PRICES	PRICE	PORTION		PRICE	PORTION
As Specified.					

COMMENTS: I. 3. Billy Bob's pants dirty.

TOTAL POINTS EARNED PAGE 10:
TOTAL POINTS MEETS STANDARDS: ____

PART III SAFETY AND POLICY

	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
A. SAFETY							
1. The OSHA posters posted on bulletin board	3	/	X	/		9	9
2. Emergency phone numbers posted near telephone	2	/	X	/		6	6
3. OSHA Forms 200 and 101 current & on file	3	/	X	/		9	9
4. First aid equipment available for use	3	/	X	/		9	9
5. Fire extinguishers mounted, visible & charged	3	/	X	/		9	9
6. Fire safety equipment-crew trained & able to use	2	/	X	/		6	6
7. Fire alarms or sprinkler systems operational	2	/	X	/		6	6
8. Doors & passageways clear of debris & obstruction	2	/	X	/		6	6
9. Electrical equipment grounded.	2	/	X	/		6	6
10. Wall & floor outlets secure and not cracked	2	/	X	/		6	6
11. Electrical cords hazzard free	3	/	X	/		9	9
12. Floors clean & dry with no open drains & holes	2	/	X	/		6	6
13. Rugs no-tears or ragged edges	2	/	X	/		6	6
14. Equipment with proper safety devices & shields	2	/	X	/		6	6
15. Proper gloves for handling hot pans	3	/	X	/		9	9
16. Metal glove used cleaning slicer	3	/	X	/		9	9
LABOR							
Federal Labor law Poster Requirements:							
1. The Civil Rights Acts of 1964	2	/	X	/		6	6
2. The Federal Wage & Hour Act	2	/	X	/		6	6
3. The Age Discrimination Employment Act	2	/	X	/		6	6
C. ENERGY CONSERVATION							
1. Thermostats adjusted at opening & closing	5		X			15	25
2. Breaker panels labeled	3	/	X	/		9	9
D. SECURITY							
1. Security measures being used	3	/	X	/		9	9
2. Non-guest doors secured	3	/		/	X	0	9
3. Office and safe properly secured	5	/	X	/		15	15
4. Security personnel guest oriented	5		X			15	25
5. Parking lot checked frequently for loitering	5		X			15	25

COMMENTS: D. 2. Hall door alarm not on during day.
(exit at end of hall)

TOTAL POINTS EARNED PAGE 11: ______
TOTAL POINTS MEETS STANDARDS: ______

PART III SAFETY AND POLICY

	WEIGHT	5	3	1	0	Total Earned Points	Max. Poss. Points
E. POLICY							
1. Operations Manual complete and updated	5	/	X	/		15	15
2. Hours and days of operation	5	/	X	/		15	15
3. Confidentiality agreements current & on file	5	/	X	/		15	15
4. Billy Bob on floor per policy	5	/	X	/		15	15
5. Manager and Specialist ShowBiz College trained	5	/	X	/		15	15

COMMENTS: Joe Williams asked about additional parking.

MANAGEMENT SUMMARY

Restaurant: Baton Rouge - Sherwood

Location Number: 687

Opened: 08/19/81

Managers	Start Date This Location	Transfer Date This Location	ShowBiz College Dates	Hire Date
Joe Williams	05/04/81			

Assistant Managers	Start Date This Location	Transfer Date This Location	ShowBiz College Dates	Hire Date
Mike Wilson	05/04/81			
Ed Katliff	11/16/81			
Steve Andrews	01/18/82			
Tim Davis	10/13/80			
Stuart Greenfield	06/01/81			

Electronic Specialists	Start Date This Location	Transfer Date This Location	ShowBiz College Dates	Hire Date
Daulet Sthanki	05/25/81	02/01/82		

Baton Rouge - Sherwood
#687

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MARKETING AND LOCAL PROMOTION

MARKETING AND LOCAL PROMOTION

I. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, store management will be able to:

A. Understand the responsibilities of both corporate and store management, as they relate to marketing and local promotion.

B. Understand that sales are directly related to standards and how to build sales.

C. Knowledgeably develop an effective local promotion program for the store.

II. ADVERTISING BUDGET

The advertising budget is based on the revenue of the restaurant and is not to exceed .2% paid by the restaurant and is 2.4% paid by the corporate budget. Currently a national advertising campaign is being planned. When this goes into effect, it will be paid by the corporate budget.

III. CORPORATE RESPONSIBILITIES ARE TO DEVELOP SUCH PROGRAMS AS:

A. TV commercials

B. Radio commercials

C. Direct mail pieces

D. Seasonal promotions

E. Periodical ads

F. Special sale promotions

G. Evaluate the results through:

1. Sales analysis

2. Guest surveys

3. Store inspection

H. Formal market surveys to identify:

1. Guest profiles
(An example follows at the end of this lesson)

2. Concept strengths and weaknesses.

I. Special programs to meet the needs of suffer units.

IV. RESTAURANT'S RESPONSIBILITIES

A. Maintain Standards

1. Best quality
2. Best service
3. Best atmosphere
4. Best cleanliness

B. Which is the most important?

QSAC = $ $ = Profits

1. Quality is:
   a. Maintain specifications.
   b. Maintain recipe procedures.
2. Service is:
   a. Properly trained employees.
   b. Maintain standards.
      (1) Times
      (2) Sequence
      (3) Attitude
      (4) Appearance
      (5) Guest Awareness
3. Atmosphere is:
   a. Maintain animation.
   b. Maintain games.
   c. Maintain family environment.
   d. Maintain policies.
4. Cleanliness is:
   a. Maintain health standards.

b. Maintain established procedures.

c. Maintain housekeeping procedures.

d. Maintain neatness.

C. Restaurant sales building through guest contact.

1. Being on the floor 80% of their time.

2. Of that 80%, the manager should spend 50% to 75% in the showroom and play room.

3. Guest greeting at entrance.

4. Guest greeting at play room and showroom.

5. Refuse entry.

6. Complaints

a. Entertainment

b. Food

c. Merchandise

MASTERY EXERCISE

Below are several situations dealing with guest contact. How would you handle each?

1. There is a capacity crowd and people are being stopped at the door. How would you greet these people?

____

____

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2. As a manager or electronic specialist, how would you initiate conversation with a guest in the play room?

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3. Due to the type of service ShowBiz Pizza Place has, we do not have as great an opportunity to initiate conversation with guests while they are seated for dinner. We do not go to their table for their orders, more coffee, or to give them their check. How would you go about talking to guests in the showroom and/or sports room to get their reactions to the food and ShowBiz Pizza Place in general?

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4. You are the manager on duty Friday night. There is a group of about 10 nineteen-twenty year old guests in the play room. They are continuously getting louder, are being rough with the games, and have given the play room attendant a "hard time." How would you approach this situation? What would you do?

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5. You are the manager and the showroom attendant calls you to talk to a couple. You introduce yourself and the gentleman begins telling you about problems with their pizza. The crust was not done, they ordered olives but didn't get them, and the cheese was not melted. The pizza's on the table with only one slice removed and everything he's said is correct. How would you respond? What would you do?

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6. A guest asks to speak to the manager and complains about the extreme poor quality of the animated show. He feels the music is too loud, the selections are too outdated for today, and there's not enough variety in the selections. You have just completed the animation function check and the show is properly adjusted and running well. How would you handle this situation?

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7. A guest calls and asks to speak to the manager. She tells you she bought a Billy Bob doll 3 days ago and the canvas jeans have torn. The strap has pulled away from the pants. She wants her money back since there is <u>definitely</u> a problem with this product! She no longer has her receipt. How would you handle this?

____

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____

8. You observe a guest in the play room hitting the game with his hand so severely it rocks the machine. You approach him and ask if there is a problem. He is very angry and says that every time he comes to ShowBiz Pizza Place he gets so frustrated because the games will not accept his quarters or the tokens. He says he has to put the coin in several times before it registers and that hitting the machine helps the coin fall into the correct spot. He continues by naming about 10 games he has had this experience with. How would you respond to this guest? What would you say and do?

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D. Restaurant sales building through community activities.

1. Join local clubs.

2. School activities

    a. Fund raising projects.

    b. Ads.

3. Local sports team sponsorships, $200.00 per team.

4. Church activities

    a. Prizes - tokens

    b. Paper supplies

    c. Merchandise

5. Contest prizes

    a. Radio contests

    b. Trivia contests

    c. Over $100.00 needs approval

6. Courtesy cards

    a. Free tokens

    b. Complimentary meals

7. Billy Bob

    a. Parades

    b. Day care centers

    c. Hospitals

    d. Local TV

    e. Local fund raisers

    f. Appear at sports sponsored team games

V. BONUS PROGRAM

A. Eligibility

1. Restaurant Manager

2. Restaurant Assistant Managers

3. Restaurant Salaried Electronic Specialist

B. Controllable profit budgeted percentage must be met in aggregate.

C. System

1. Bonus is paid on quarterly actual sales in excess of goal.

2. Bonus begins when actual quarterly sales meet budgeted quarterly sales. Restaurant opening proformas are subject to the executive committee revision 90 days after the opening of a new unit. Bonus is computed as follows:

a. Ninety days after the restaurant opens, a realistic sales budget will be established on a quarterly basis.

The bonus will be paid using this budget as the base.

b. Annual bonus sales base will be adjusted upward annually to meet the consumer price index increases.

c. Bonus is paid quarterly. Employee must be on ShowBiz Pizza Place's payroll for the full quarter to be eligible for bonus payments that quarter.

d. New restaurants pay bonus beginning with the second full quarter of operation. However, transferred employees from other restaurants will be eligible immediately.

D. Payments

Level	Excess Quarterly Sales	Quarterly Management Bonus	Quarterly Ass't.Management & Electronic Specialist
1	$ 12,500	$ 125.00	$ 37.50
2	25,000	312.50	93.75
3	37,500	562.50	168.75
4	50,000	875.00	262.75
5	62,500	1250.00	375.00
6	75,000	1687.50	506.25
7	87,500	2187.50	656.25
8	100,000	2750.00	825.00
9	All Above	5% of Excess Sales	1% of Excess Sales

NOTE: This bonus program is subject to modification or revocation by the executive committee at any time with no prior notice.

Effective Date: August 1, 1980

SUMMARY

Marketing and local promotions will help build sales at ShowBiz Pizza Place. The responsibilities are shared by the corporate staff and the restaurant. The corporate staff will develop aids such as commercials, direct mail items, newspaper ads, etc. The restaurant's responsibility is to maintain ShowBiz Pizza Place standards and promote good relations with guests by continual contact and participation in local activities. The management staff will benefit from these increased sales by the bonus program in effect.

GUEST PROFILE

This is a summary of a Customer Intercepts completed by Spencer & Associates, Inc. for the Antioch ShowBiz Pizza Place in July, 1980. 137 people were surveyed with 52% being male and 48% being female. The following results were found.

1. Age - 50% of those surveyed were in the 25-35 age group, 23% in the 36-45 group, and 15% in the 18-24 age bracket.

2. Occupation - 30% of respondents were professional/ technical, 20% were laborers, 15% were managerial/ administrative, 12% were sales.

3. Approximately one-half said they came to ShowBiz for both food and fun. 8% came primarily for the food and 38% came mainly for the fun.

4. Approximately one-half of the respondents who came for the fun had visited ShowBiz previously. Approximately 25% of all respondents had visited ShowBiz Pizza Place more than twice.

5. The average size of the group was 5.4 with Saturday night's average being 6.2 people.

6. 41% of the respondents had not visited the Electric Room (forerunner of the sports room).

7. 88% rated the game room excellent.

8. 94% rated the showroom and entertainment as good to excellent.

9. 86% rated the pizza as good to excellent.

10. 91% responded that the waiting time for their food order was about right.

Following is a copy of the survey used.

HOW MANY TIMES HAVE YOU BEEN HERE?____________

AFTER PLACING YOUR ORDER FOR FOOD, WOULD YOU CONSIDER THE WAITING TIME TO BE:
____ABOUT RIGHT ______TOO LONG A WAIT ____TOO SHORT A WAIT

HOW WOULD YOU RATE THE ELECTRIC ROOM?
____EXCELLENT ____GOOD ____FAIR ____POOR ____DIDN'T GO IN

HOW WOULD YOU RATE THE GAME ROOM?
____EXCELLENT ____GOOD ____FAIR ____POOR ____DIDN'T GO IN

HOW WOULD YOU RATE THE THEATER DINING ROOM?
____EXCELLENT ____GOOD ____FAIR ____POOR ____DIDN"T GO IN

WHAT IS YOUR EVALUATION OF THE PIZZA? ___EXCELLENT ___GOOD ___FAIR ___POOR

IS THERE ANYTHING ABOUT THE PIZZA THAT WAS ESPECIALLY GOOD OR BAD? ____________
____

WHAT IS YOUR EVALUATION OF THE CRUST ___EXCELLENT ___GOOD ___FAIR ___POOR

HOW OFTEN DO YOU THINK YOU WILL COME BACK? ____/WEEK ____/MONTH ___NEVER
______DON'T KNOW

WHAT IS YOUR ZIP CODE?________________

WHAT IS THE APPROXIMATE AGE OF THE HEAD OF YOUR GROUP, BY CATEGORY?
____ UNDER 18 ____ 25-35 ____ 46-60
____ 18-24 ____ 36-45 ____ OVER 60

WHAT IS THE OCCUPATION OF THE HEAD OF YOUR HOUSEHOLD?____________________

HOW MANY ARE IN YOUR PARTY? ___________ SEX OF RESPONDENT? ___M ___F

DID YOU COME HERE PRIMARILY FOR THE FOOD OR FUN? (RANK 1&2) FOOD___ FUN___

DO YOU FEEL YOU GET YOUR MONEY'S WORTH WHEN YOU COME HERE? YES____ NO____

DO YOU HAVE ANY STRONG FEELINGS ABOUT ANY OF THE FACILITIES YOU WOULD LIKE THE MANAGEMENT TO KNOW ABOUT?______________________________

SAFETY AND OSHA

I. LESSON TITLE

Safety and OSHA

II. INSTRUCTIONAL OBJECTIVES

Upon completion of this lesson, restaurant management will

A. Recognize possible hazards to guests and staff.

B. Be able to correct any safety problems.

C. Approach emergency procedures systematically.

D. Understand what OSHA is and its function.

E. Be able to properly keep OSHA records.

III. REFERENCES

A. OSHA Inspections, U.S. Department of Labor, pamphlet.

B. All About OSHA, U.S. Department of Labor, pamphlet.

C. Bureau of Business Practices Training Director's Handbook.

D. Health and Safety Guide for Eating and Drinking Places, U.S. Department of H.E.W.

IV. INTRODUCTION TO SAFETY

Safety is: "The condition of being safe from undergoing or causing hurt, injury, or loss."

This condition is an obligation we have as restaurant operators to ourselves, our employees, and our guests.

A. This condition is achieved through a sound safety program.

   1. Starting at the highest level in the Company.

   2. Instituted and supervised, it can save time, money, injury and lives.

B. An effective safety program involves good training.

1. Tell employee how to do it.

2. Show employee how to do it.

3. Ask employee questions about it.

4. Have employee perform the task in the prescribed manner.

C. Initial training is only as good as the follow-up supervision.

1. Constant and ongoing.

2. Corrective measures when needed.

D. Employee awareness is to be ongoing through:

1. Regular safety meetings with the staff.

2. Posted signs and warnings.

3. Checklists and job aids.

V. RECOGNITION AND CORRECTION OF HAZARDS

A. Accidents generally occur from:

1. Unsafe conditions.

2. Persons performing unsafe acts.

3. Acts of God.

B. Unsafe conditions represent 20% of the reported accidents.

1. These accidents result from:

a. No safety guards.

b. Inadequate guards.

c. Defective equipment.

d. Improper use of tools.

2. Correct unsafe conditions.

   a. Remove the hazard.

   b. Use proper guards.

   c. Warn others about dangers.

   d. Recommend corrective action.

   e. Follow up.

C. Unsafe acts are 78% of all accidents.

1. These acts result from:

   a. Running equipment without proper training.

   b. Bypassing safety guards.

   c. Using defective equipment knowingly.

   d. Failure to secure materials.

   e. Unsafe carrying of materials.

2. In case of unsafe acts:

   a. Stop the act.

   b. Train proper method of operation.

   c. Discipline.

D. Conduct monthly safety meetings and restaurant safety inspections.

1. Take minutes of these meetings.

2. Review all injuries and accidents.

3. File all store safety inspections.

VI. EMERGENCY PROCEDURES

A. Post emergency numbers:

1. Police/Sheriff

2. Fire/Paramedics

3. Ambulance

4. District Manager

5. Manager

6. Insurance Company

B. Fire extinguisher usage:

1. Class A - Ordinary combustibles.

2. Class B - Flammable liquids.

3. Class C - Electrical equipment.

4. Notify management.

5. Notify the insurance company.

C. Burglary.

1. Secure building.

2. Evaluate damage.

3. Notify management.

4. Notify insurance company.

D. Armed Robbery

1. Never resist. Do as told.

2. Remember physical description.

3. Inform robber of any surprises.

4. Press hold-up button.

5. Notify management.

6. Notify insurance company.

E. Personal Injuries:

1. To guests:

a. Do not accept responsibility.

b. Refer any communication to insurance company.

c. Offer assistance where possible.

d. Notify management.

2. To employee:

a. Administer first aid.

b. Make determination.

c. Document (Workmen's Compensation, OSHA Log)

d. Notify management.

F. Document all incidents with the following information:

1. Who

2. Where

3. When

4. What

5. Why

G. Follow up on all incidents with completion of all necessary forms: insurance, police, and so on.

H. Retrain employees in established safety procedures.

VII. WHAT IS OSHA?

The Occupational Safety and Health Act. Its mission is to insure..."so far as possible, every working person in the nation safe and healthful working conditions and to preserve our human resource..."

A. Encourage employees and employers to reduce hazards.

B. Establish responsibilities for employers and employees.

C. Set up mandatory standards for safety and health.

D. Provide for an organized method for handling on-the-job accidents.

VIII. WHO IS AFFECTED AND COVERED BY OSHA?

A. All employers in a business affecting commerce who have one or more employees.

B. Family businesses, such as a small market or restaurant are not affected.

C. Employers and employees who are covered by other federal and state health and safety laws are not affected by OSHA.

1. Coal Mine Safety and Health Act.

2. Federal Metal and Non-Metallic Safety Act.

3. Federal, state, and local government workers are covered under separate provisions in the act.

IX. OSHA'S RESPONSIBILITIES

A. The setting of standards and inspection for compliance is the main responsibility of OSHA.

1. Inspections are made in the event of catastrophe or fatal accidents.

2. Inspections will occur in the case of a valid employee complaint.

3. Random selection from all types and sizes of work places are cast on the inspection priority list.

B. Inspections are not usually announced ahead of time.

1. OSHA inspectors are called Compliance Safety and Health Officers.

2. The Compliance Officer will give the employer:

a. Copies of the applicable laws.

b. Copy of the employee's complaint letter.

c. The employee's name will be witheld if requested.

3. A member of the safety committee will accompany the Compliance Officer, as well as the store manager or district manager.

C. Results of an inspection may vary from written warnings to legal actions resulting in fines and possible sentences.

1. DeMinimis violations - Have no direct relation to job safety and health. Fines can be up to $100.00.

2. Non-serious violations - Could cause bodily harm but not serious injury or death. Fines up to $1,000.00 can be issued.

3. Serious violation - When a chance of death or serious injury can occur. Fines of $1,000.00 are mandatory.

4. Imminent danger - Results in legal action to suspend operation and possible imprisonment.

D. The Compliance Officer will return to his office to write a report.

1. The director and his supervisors will determine the citation, if any.

2. Compliance Officers may not impose a penalty or collect fines "on the spot".

E. The attitude of the employer to the inspection and inspector can demonstrate good faith.

X. RESPONSIBILITIES AND RIGHTS OF EMPLOYERS

These rights are equally important if safe and healthful conditions are to exist.

A. Good safety checklists and job aid system in use.

B. Accurate and current records.

1. Citations must be posted.

2. Posted annual form 200.

3. OSHA poster.

4. Log of illnesses and injuries.

C. All logs and records must be kept on file a minimum of 5 years.

D. Employers have the right to:

1. Appeal in writing a citation within 15 working days.

2. Have violation reviewed by the review commission judge.

3. Have the commission review the judge's ruling.

4. Take the appeal to the U.S. Circuit Court of Appeals.

XI. RIGHTS AND OBLIGATIONS OF EMPLOYEES

A. The employee has an obligation to keep the place of business free of hazards.

1. Employee can report unsafe condition to the store safety committee or OSHA itself.

2. Employee cannot be discriminated against or terminated for filing a complaint.

B. Employees have the right to expect a safe and healthful working environment.

XII. MOST COMMON CITATIONS IN THE FOOD SERVICE INDUSTRY

A. Floors (1910.11)

1. Wet and/or slippery.

2. Unguarded drains.

B. Aisle-ways (1910.22)

1. Not clear of obstruction.

2. Insufficient clearance.

C. Exits (1910.36 and .37)

1. Locked or blocked.

2. Not marked or illuminated.

D. Ladders (1910.25 and .26)

1. No safety feet.

2. Unsafe construction.

E. Electrical (1910.314 - .316)

1. Equipment not grounded.

2. Frayed cords.

3. Broken plugs.

F. Mechanical Equipment (1910.211 and .212)

Unguarded equipment.

G. Signs (1910.145)

Failure to post danger, caution, or safety instructions.

H. Fire Equipment (1910.157)

1. Untested.

2. Not inspected.

3. Empty or hidden.

I. Medical and First Aid (1910.151)

1. No kit or incomplete kit.

2. No trained first aid attendant on duty.

J. Housekeeping (1910.141)

In reference to floors and aisles.

K. Employee Health and Comfort (1910.141)

Failure to provide retiring room where 10 or more women are employed.

SUMMARY

A. Implement a good, sound training safety program.

B. Recognize safety hazards and correct them.

C. Emergency procedure should be clearly understood.

D. Comply with all OSHA requirements.

MASTERY EXERCISE

Safety Inspection of restaurant.

SECURITY

I. LESSON TITLE

Security

II. INSTRUCTIONAL OBJECTIVES

To teach restaurant management:

A. The elements to consider in security.

B. The importance of maintaining a good security system.

C. How to handle emergency situations.

D. How the alarm system functions.

E. The functions and responsibilities of the security guard.

III. REFERENCES

A. Food Service Security, Bob Curtis.

B. Effective Personnel Security Procedures, B.E. Gorrill.

IV. SECURITY CONSIDERATIONS

A. The building:

1. The Exterior

a. Doors locked when not open for business.

b. Doors unlocked when open for business.

c. Lights should be on at night around the building.

2. The Interior

a. Manager's office is locked at all times.

b. When closed, all refrigerators, freezer, storeroom, etc. are to be locked.

c. Before closing, check all public areas, restrooms and any hiding places a would-be robber might hide.

d. Leave on several interior lights so police may observe it inside.

B. Employees

1. Emphasize the importance of security at employee meetings.

2. No off-duty personnel in work areas.

3. Key Control

   a. Limited number of keys out to staff.

   b. Change locks when a key carrier leaves or is terminated.

4. 80% of thefts are "inside jobs." Maintain controls on registers and in our business tokens.

5. Policy of prosecuting employees who are caught stealing.

6. Use good hiring techniques.

   a. Check past employers.

   b. Check references.

   c. Learn about employee attitudes.

C. Food Products and Merchandise

1. Keep the storerooms and delivery doors locked when not in use.

2. Supervise deliveries - Check all goods in and make sure none go out that door.

3. Maintain inventory controls - Take yields daily and inventories weekly. If needed, take complete daily inventories.

4. Trash must not be allowed to accumulate.

   a. Empty boxes and cans should be flattened.

   b. Can liners should be clear for easy inspection.

   c. Inspect the trash area regularly.

D. Cash

1. Registers

   a. Daily cash reports are to be maintained.

b. Cashier accountability forms are to be maintained.

c. "Knock down" registers regularly.

d. Management is to make day time deposits at least twice a day.

e. Leave drawers open after closing to prevent unnecessary damage to the machines.

f. How to identify signs of till tapping:

- Pennies in quarter slot.
- Toothpicks or match sticks, etc. collected
- Excessive amounts of over-rings.

2. Safe

a. Only management has combination.

b. When a member of management is terminated or leaves, change the combination.

c. Lock all funds in the safe nightly.

d. During all hours, the safe is not to be unlocked or on day lock. Use safe control log.

3. Operating Funds

a. Size of this fund will vary, depending on the day-to-day needs of the store.

b. Consists of:

(1)	Register Banks	= $ 800.00
(2)	Change Fund	= $1200.00
(3)	Token Supply	= 80,000

c. Disbursement of funds must be controlled by the use of these forms:

(1) Cashier Accountability Form

(2) Paid out Vouchers - should include:

(a) Date and amount.

(b) Explanation.

(c) Receipt.

(d) Signature of receiver.

(e) Manager's signature.

4. Games

a. Limit keys.

(1) Doors.

(2) Padlocks.

(3) Back doors.

(4) Periodically re-key.

b. Control employees.

(1) Random check of machines.

(2) Monitor test token usage.

(3) Monitor meter variance.

(4) Mystery shoppers to spot check game room.

V. EMERGENCY PROCEDURES

A. Make certain the local police and fire agencies have emergency numbers on all management staff.

B. Have the police and fire emergency numbers posted by the phone (s).

C. Robbery

1. Never resist the threat. Remain calm and do as you are told.

2. Try to remember descriptive features (eyes, hair, build, height, weight, clothes.)

3. Press the hold-up button under the counter.

4. Call the Manager/District Manager.

5. Call the Regional Manager.

D. Theft or Shoplifting

1. Inform the Manager when the signs are right.

    a. Individuals hanging around the merchandise area or play room.

    b. Depending on the individuals, your presence will usually deter the act.

2. If not, call the police.

3. Try to remember the individual's features and direction of escape.

4. Notify the District Manager and, depending on the size of the loss, the insurance company.

E. Disorderly groups of teenagers under eighteen years of age without parent(s).

1. Ask group to leave. Be calm, but firm.

2. If person or group refuses, call the police for assistance.

3. Never leave the restaurant to break up fights in the parking lot.

F. Always press charges for any of these acts.

1. If you don't police are not as cooperative.

2. In addition, groups may continue to congregate in the store if they know you won't press charges.

3. Inform District Manager and/or immediate supervisor.

VI. <u>ALARM SYSTEMS</u>

The large investment in games and equipment necessitates an alarm system.

A. The basic needs are:

1. Exterior protection doors and windows.

2. Interior motion detection.

3. Hold-up button.

4. Safe hold-up button.

B. The system is only as good as you make it. Proper training and employee awareness is a must.

VII. SECURITY GUARD

A. Duties

1. To aid in controlling number of guests during peak periods.

2. To be a visible deterrent to violence in the restaurant.

3. To patrol the parking lot periodically to minimize violence there.

4. To control groups of disorderly people in the restaurant.

5. To enforce the 18 year old policy.

6. To serve as a support to management in enforcement of ShowBiz Pizza Place policies and procedures.

B. Relationships

1. The security guard reports directly to the restaurant manager. The severity of enforcement by the security guard is determined by each restaurant manager based on the needs of each restaurant.

2. Children are to be treated in the same respectful manner as adult guests. The security guard is to monitor the play room without intimidating guests.

SUMMARY

Security is a never ending job. The current times make us aware daily of the problems we, as business people, encounter. The use of the security guard should help deter small problems before they develop into major incidents.

SHOWBIZ PIZZA PLACE COLLEGE

TIME MANAGEMENT

I. LESSON TITLE

Time Management

II. INSTRUCTIONAL OBJECTIVES

Upon conclusion of this lesson, participants will be able to:

A. Discuss the importance of time in our lives.

B. Establish personal and professional goals that are important to them.

C. Understand the six categories of time usage.

D. Recognize methods for making effective use of time.

E. Understand the three keys to "Getting the Job Done - Now!".

III. REFERENCES

A. Getting Things Done - the ABC's of Time Management, Edwin C. Buss, 1976.

B. How to Get Control of Your Time and Your Life, Alan Lakein, 1973.

IV. INTRODUCTION

A. Time is Life!

B. Goal setting will organize life so satisfaction instead of frustration is achieved.

1. Set both personal and professional goals.

2. Be specific with goals. Get them written.

3. Set both long and short range goals.

4. Make sure goals are obtainable and authentic.

5. Steps for establishing goals:

   a. Brainstorm goals.

   b. Prioritize goals.

   c. Brainstorm activities which will lead to goal achievement.

   d. Set priorities for the activities in the most logical order.

V. CATEGORIES OF TIME USE

A. Important and urgent.

B. Important but not urgent.

C. Urgent but not important.

D. Busy work.

E. Wasted time.

VI. FACTORS AFFECTING GOAL ATTAINMENT

A. Efficiency--the best ways of doing assigned tasks.

B. Effectiveness--the best use of time toward accomplishment of worthwhile goals.

C. Concentrate on one project at a time. It is not the amount of time spent on a project that counts but the amount of uninterrupted time.

D. Delegation.

   1. Delegation to competent individuals frees you to concentrate on "Important but not urgent" tasks.

   2. Allows more work to be done simultaneously.

   3. Do not delegate only "Busy Work". Give subordinates challenging and rewarding tasks to encourage growth and discourage boredom and dissatisfaction.

E. Communication.

1. Be direct and brief.

2. Make statements of expectations clear. Misunderstandings lead to faulty work and necessitate time-wasting revisions and second efforts.

3. Challenge sloppy work. It will only increase your work load.

F. Clutter.

1. Works against productivity.

2. Hinders concentration as the eye is constantly diverted.

3. Creates tensions and frustration through a feeling of disorganization and being "snowed under".

4. Organize all correspondence into four categories and work from a to d.

   a. Immediate action.

   b. Low priority.

   c. Pending.

   d. Reading Material.

5. Handle paperwork only <u>one</u> time!

G. Commuting Time.

1. Many spend a good portion of each day commuting.

2. Use the time productively by:

   a. Analyzing personal and business problems.

   b. Mentally planning the day.

   c. Listening to professionally self-improving cassette tapes.

   d. Dictating correspondence or important ideas into a cassette recorder.

VII. DO IT NOW!

A. Conquer procrastination!

1. Procrastination is usually an ingrained behavior pattern.

2. Putting off difficult or unpleasant tasks leads to increased pressure, anguish and a feeling of guilt.

3. Overcome procrastination by:

a. Breaking the task into smaller components and completing each one at a time.

b. Schedule the day; most unpleasant task first.

c. Learn the good feelings derived by getting a tough task out of the way!

B. Develop a daily "To Do" list.

1. Arrange the list according to priorities.

2. Compile the list on basis of important tasks, not urgent tasks.

3. Make the list of tasks to help reach your goals.

4. Remember the "Pareto Principle". "Significant items in a given group are a small part of that total group."

C. Set deadlines to create action programs.

1. Avoid "Parkinson's Law", which states that "Work will expand to fill time available for its completion."

2. Impose a deadline on all important tasks and make less time available for their completion.

3. Until a deadline is set, an action program is not developed.

4. Set a series of interim deadlines for complex projects.

5. Respect your deadlines! Effectiveness is lost is they are stretched.

SUMMARY

Time management is an awareness that:

1. Today is all we have to work with.

2. The past is irretrievably gone.

3. The future is only a concept.

4. Everything that is accomplished in the world is a result of someone's realization that today is the only time to act.

MASTERY EXERCISE #1

GOALS - A SECOND LOOK

Considering the materials covered during these sessions, re-evaluate any of the goals or objectives you initially set for your restaurant and adjust those you feel would not be realistic.

THREE MONTHS GOALS:

METHODS:

SIX MONTHS GOALS:

METHODS:

TWELVE MONTHS GOALS:

METHODS:

MASTERY EXERCISE #2

TIME MANAGEMENT CASE STUDY

CHARACTERS: John Jackson - Regional Manager
Dick Green - District Manager
Mike White - Restaurant Manager
Miscellaneous Restaurant Employees

Following his weekly meeting with the managers of the restaurants in his district, Dick Green called Regional Manager John Jackson off to the side. "I hope today's meeting gave you a little better feel for the problems the restaurants are facing. We really have to get them turned around, John."

"Yes, Dick," John replied, "and it's good that the managers know who I am and why I'll be in their restaurants for the next couple of weeks. People have a tendancy to get a little nervous with the Regional Manager snooping around their operations!"

"Yeah, I know what you mean! Well listen, why don't you start by working with Mike White. I believe that's our most severe situation."

"What's your problem?"

"I don't really know! Mike's bright enough and the restaurant does a decent volume. He just seems so disorganized...always putting out fires. Ya' know what I mean?"

"That sounds like a lot of us, Dick!"

"Yeah, but Mike is something else! I really think you need to help him learn to utilize his time better. Why don't you ride back to his restaurant with him right now. That'll give you time together and I'll pick you up later tonight."

"Sounds fine to me! I'll see you later."

* * * * * *

Mike White's car was extremely hot from standing in the direct sun with the windows rolled up. As he pulled into the traffic, he impatiently punched a button on his radio "Some of these stations play nothin' but 'super market' music! I guess I'm a station hopper when I'm driving.

MASTERY EXERCISE #2 - TIME MANAGEMENT

I like Danny Flash on KSKY though! I listen to him every morning on my way into work. That guy's insane! Anyway, where were we?"

"You were telling me about your restaurant."

"Oh, yeah. Well John, there's not much to say. It's a good restaurant. I took it over about nine months ago. We do a pretty good volume, but the bottom line hasn't looked so good lately...of course I suppose you could tell that by those 'digs' Dick Green was sending my way during the meeting."

"What do you think he's dissatisfied about the most?" John asked.

"Oh, he's really been complaining about my food cost and that I'm always late with my paperwork. He doesn't think I'm getting a good enough overview of what's going on."

"Do you disagree with him?"

"Well, sort of. I mean, you wouldn't believe all the things I've got to do around that place! You really can't get good help these days, so I end up having to follow them around finishing up half their work. You know the old saying, 'If you want it done right, you've got to do it yourself'! I'll tell you, there just aren't enough hours in a day to get it all done!"

"You must enjoy the work to stick with it through the long hours," Johnson commented.

"Sure, I started four years ago as a part-time beverage attendant while I was in school."

"Where do you see your career taking you...say...in the next year?"

"Oh, I don't know. I haven't given it much thought. I just sorta' take it a day at a time. Ya know?"

"Hey, turkey! Watch where you're goin'!" White shouted suddenly as another car cut in front of him. "Idaho license plate," he growled, "it figures!"

Jackson tightened his seat belt and hoped ShowBiz wasn't much further.

MASTERY EXERCISE #2 - TIME MANAGEMENT

After they arrived at the restaurant, Mike invited John into his office to continue their discussion.

"Have a seat," White offered, "if you can find one! Just clear off that chair over there. You can pitch that pile of uniforms and the box of balloons into the corner."

"Mike, why don't we start by looking at some of your weekly accounting reports. Perhaps they can help us get a clearer picture..."

"Omigosh!" White exclaimed. "That reminds me! The Weekly Cash Report and Account Payable Form have to go in the mail today! I hate doing those things!

Hey look, John, I've got to get started on those right away! What if I give you some of the previous reports to look at while I'm putting this week's stuff together?!"

Jackson smiled, "That will be fine, Mike. I don't want to get in your way."

"Thanks," replied White as he shuffled through a pile of paper on his desk, "I know those back reports are in here someplace, if you'll just give me a 'year' to find them! Heh, heh."

* * * * *

Fifteen minutes later, White's prep man, Bob, came into the office along with Phil, the intern.

Bob was preparing to leave for the day and, while White was approving his time card, he recounted the day's accomplishments, "...I rolled 30 smalls, 50 mediums, and 40 larges."

"You've got to be kidding me!" Mike exclaimed. "I told you twice last Wednesday that I wanted you to increase those numbers by a third!"

"I thought you wanted me to start that next week!", the prep man countered.

"Well, this is great!", Mike said, throwing his arms in the air. "You're on your way home and I'm already starting out in the hole!"

Just then, Phil, the intern, spoke up, "Hey Mike, there's no problem. I think I'm ready to roll some crusts on my own. I've been working with Bob for a week now and I think I've got the hang of it."

MASTERY EXERCISE #2 - TIME MANAGEMENT

"No, I'd better do them myself," White replied. "Besides, Phil, I wanted you to wash those windows before Dick Green gets here tonight."

* * * * *

Later, after personally rolling the additional crusts, Mike returned to the office and continued to frantically work on his accounting paperwork. His phone rang and as he recognized the voice on the other end of the line he looked at Jackson, rolling his eyes in mock disgust, "...Yeah...Yeah...Right!...Oh, sure, Fred!...I knew it was important...Yep, I gave it to your driver this morning...Yeah...O.K....See ya'."

Mike hung up the phone and laughed, "These purveyors are something else! He asked me to do a report for him on all the billing errors we have experienced with them in the last six months. He just <u>had</u> to have it by tomorrow! Big deal, huh? It didn't take much time though, so I helped the guy out."

* * * * *

After Mike completed his accounting paperwork, John continued his interview. "You certainly <u>are</u> busy, Mike. Do you keep a daily "to do" list?"

"Oh, yeah, I write everything down. Look at all these," he said and held up a handful of scraps of paper with notes scribbled over them.

"How about your staff?" John continued. "Do you feel confident in their abilities?"

"We're O.K., I guess, but I've been wanting to put through a cross-training program for a long time. It would make the crew more versatile. I just never seem to find the time to get around to it. Like I said in the car today, there just isn't enough time to do everything!"

John continued to observe Mike's restaurant the rest of the day. Mike did seem extremely strong operationally, his restaurant was spotless, and the products were excellent. White was definitely worth keeping.

If you were Jackson, what suggestions would you make to Mike White to improve his time management abilities?

MASTERY EXERCISE #2 - TIME MANAGEMENT CASE STUDY

TRAIN THE TRAINER

I. LESSON TITLE

Train the Trainer

II. INSTRUCTIONAL OBJECTIVES

At the conclusion of this lesson, participants should be able to understand and knowledgeably discuss:

A. The concept of training--its capabilities and limitations.

B. How adult education differs from conventional learning processes.

C. Methods of preparing for a training session.

D. Effective instructional skills within a classroom or on-the-job situations.

E. Classroom psychology and group dynamics.

III. REFERENCES

A. The Supervisor as an Instructor, Broadwell.

B. The Supervisor and On-The-Job Training, Broadwell.

IV. TRAINING - WHAT IT CAN AND CANNOT DO

A. Educational programs cannot off-set inadequate salaries, poor management systems, or inept or oppressive management styles.

B. Training, in effect, fills "knowledge voids" by opening new levels of understanding to people concerning skills or systems with which they were previously ignorant.

V. ADULT EDUCATORS AND THE LEARNING PROCESS

Training is an activity that involves not only the content to be learned, but the process of learning.

A. It is not enough for an employee to be exposed to accurate and expert information.

B. The information must be experienced by the trainee if it is to take hold.

C. A spirited presentation may be entertaining, and an authoritative one may be respected, but neither may necessarily result in learning.

D. Learning occurs when the processes of inquiry and practice are merged with an instructor's expertise and présentation.

VI. HOW DOES ADULT EDUCATION DIFFER?

CHILDREN	ADULTS
A. Think in terms of the future.	A. Think in terms of immediate application of new found knowledge to current problems.
B. Will learn because they are told it is the "thing to do".	B. Will learn when personal benefit is perceived.
C. Accept teacher's thoughts at "face value".	C. Will not accept an instructor's unsupported word.
D. View teacher as an authority figure.	D. Resent being "talked down" to by instructor.

VII. COPING WITH DIFFERENCES

Successful educational activities effectively cope with these differences by:

A. Realizing that adults have a good deal of first-hand experience and build upon it.

B. Relating to the real life problems with which the students are confronted.

C. Respecting the time restraints of the adult.

D. Granting participants their independence by eliminating a threatening "authority environment".

VIII. SELF-PREPARATION

A. Familiarize yourself with information contained in related manuals and/or lesson guides.

B. Make sure the material is up-to-date.

C. Refresh your memory as to the best means of instructing the skill.

D. Learn as much as possible about student's experience, knowledge levels, and attitudes.

E. Arrive at training site early enough to check equipment and product availability, as well as conduct a "dry run" to be sure everything will function properly.

IX. STUDENT PREPARATION

A. Inform the students of the needs addressed by the training and the methods of arriving at them.

B. Cover all objectives and general methodology.

C. Clearly discuss location and dates.

D. Cover the course agenda and the time frames within which you will be working.

E. Stress the importance of the instruction so that students understand its necessity.

X. SCHEDULING THE SESSION-TIMING

The following factors should be considered when setting up times.

A. Avoid beginning toward the end of the day.

B. Avoid scheduling the session such that its conclusion borders lunch or quitting time.

C. Extremely long training sessions can reduce learning due to student fatigue.

D. Avoid interference with restaurant operations. Slower periods, such as early morning or mid-afternoon, are advisable.

E. If necessary, schedule evening sessions to reach part-timers and school students.

F. Consider any outside factors upon which you are dependent, such as dough which must be given suitable proofing time.

XI. SCHEDULING THE SESSION - LOCATION

A. Ideally, training should be done at the work location on the same equipment the employee will be working with regularly.

B. However, avoid interference with restaurant operations. Therefore, well in advance, reserve or make arrangements for:

1. Any equipment which will be necessary.

2. All product ingredients required.

3. Space needed.

C. Set-up your classroom carefully.

XII. SCHEDULING THE SESSION - AUDIENCE

A. Management staff will be trained by the Education Department.

B. Require management to attend all sessions for hourly employees.

C. Consider how many people you can adequately instruct and set class size accordingly.

D. Practical skills training is best suited to smaller groups.

XIII. REMEMBER WHY YOU ARE THERE

A. Be willing to accept responsibility for the learning that should take place as a result of your teaching.

B. We should not place too much emphasis on items which we personally find interesting.

C. See to it that students take away as much as you can give.

D. An instructor cannot assume that, because he has "taught" his students have "learned".

E. Egos strive for performance - teachers strive to help others.

XIV. EFFECTIVE SPEAKING

A. Projection of voice.

B. Pronunciation of words.

C. Variation of volume and tone of voice.

1. Project enthusiasm.

2. Maintain student interest.

3. Call attention to key points.

D. Movement.

E. Use of words:

1. When two different words or expressions mean the same thing, the instructor should use the simpler one.

2. Never assume that terminology which is familiar and common to you is the same with your class.

F. Avoid distracting habits:

1. Common classroom habits:

a. Jingling pocket change.

b. Tossing chalk.

c. Fiddling with pencil.

d. Waving a pointer like a baton.

2. "Pet words" or "phrases" can be overworked, and students can tire of hearing them.

3. Personal habits also disrupt.

a. Chewing gum.

b. Eating candy.

c. Smoking.

d. Constantly straightening a tie.

4. Such habits develop initially from nervousness and then become subconsciously habitual.

5. Fight such habits through:

    a. Conscious effort.

    b. Outside critique.

    c. Tape recordings.

XV. <u>CREATING A LEARNING ATMOSPHERE</u>

A. Set the stage.

B. Set the direction.

1. Discuss instructional objectives with class.

2. Talk to class about their expectations.

3. Be flexible.

C. Teaching vs. Lecturing

1. Lecturing is an activity that does not require student participation.

2. Lectures are appropriate when the instructor has a series of facts that must be presented properly.

3. However, adults will only stay involved a short time without participating.

4. Most adults learn through active participation.

D. Arousing and Maintaining Interest

1. Show personal enthusiasm and a sincere interest in helping the students learn.

2. Explain how material relates to the actual job.

3. Humor may be used to maintain interest but must be natural.

4. Visual aids enhance learning through eye appeal, but also stimulate interest by offering a change of pace.

5. Timing is critical prior to and following lunch, as well as before closing.

6. Change the pace through breaks and class activities.

E. Involving participants and motivating them to learn.

1. If a student has become involved in the mental and/or physical activities of a new skill, he is better able to commit himself toward doing or thinking the correct thing back on the job.

2. An instructor is competing with the student's brains for attention. The more involvement from the student, the more "thought time" is captured.

XVI. INVOLVEMENT IN A CLASSROOM SITUATION

A. Involve the entire class simultaneously through group activities, test questions, or oral recitals.

B. Single out each person as frequently as possible.

C. Utilize student input to clarify concepts.

D. Program for the right answers by giving small bits of information and asking related questions immediately.

E. Force conceptual thinking.

F. Learning motivates learning.

XVII. HANDS-ON TRAINING - THE ULTIMATE INVOLVEMENT

A. Personally test the piece of equipment before you train on it.

B. Demonstrate the process by showing and telling. Include the "whys".

C. Have the employee tell you while you do it. This is for safety purposes.

D. Lastly, have the employee perform while telling you what he is doing and why.

XVIII. INSTRUCTOR vs. CLASS

Eliminate competition with class by:

A. Demonstrating a willingness to help class learn.

B. Show empathy for student's problems.

C. Make students feel part of the class.

D. Cause Learning.

XIX. HANDLING THE DOMINATOR

A. Take the play away from him by asking others to comment on his remarks.

B. Deliberately turn to others and ask their opinions.

C. Avoid looking at him.

D. Tactfully ask him to give someone else a chance.

E. Talk with him in private.

XX. HANDLING "THE ARGUER"

A. Keep cool. You will never "win" an argument.

B. Make him back up his contentions. Ask for evidence.

C. Avoid getting personal.

D. Refer the question to the group and then back to the person.

XXI. HANDLING THE "WITHDRAWER"

A. Often overlooked because he is not interfering in any way.

B. Call on him by name and ask his opinion.

C. Ask him an easy question which he is sure to answer well, then praise him.

D. If necessary, talk to him in private and you may learn what is troubling him.

XXII. HANDLING THE DISINTERESTED STUDENT

A. Often sees no relation in the subject matter and his job.

B. Ask him questions which will show relationships between the subject matter and his job.

C. Show him you are interested in him. Point out something he has done as a good example of a point being stressed.

SUMMARY

The restaurant management staff will have to train all hourly employees at ShowBiz Pizza Place. The preceding information provides suggestions for accomplishing this. Of utmost importance is being prepared for the training sessions. All arrangements should be made in advance and scheduled to minimize interruptions. The initial training should be divided among all management team members. As additional training sessions are needed, competent team leaders can be utilized for the on-the-job training but management should handle the orientation, especially policies and procedures. When using the team leaders, the manager must also follow up to ensure correct training has occured. The effectiveness of the training program will determine the efficiency and productivity of the restaurant.

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SHOWBIZ PIZZA PLACE COLLEGE

DISTRICT ALIGNMENT

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